

Job Description:
W12 Hospitality Manager

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| Function: | Retail |
| Position:  | W12 Hospitality Supervisor |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Retail Manager |
| Additional reporting line to: | General Manager |
| Position location: | Hammersmith Hospital, Imperial |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| This is a hand’s on role working with our W12 chef to provide the delivery of a high quality, timely, responsive, cost-effective and pro-active hospitality service in the W12 Conference Centre. That the Budget requirements are met and improved upon. |
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. |
| Revenue FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Add point
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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| **Retail Supervisors****Retail Supervisors** ***W12 Hospitality Supervisor*****W12 Hospitality Chef****W12 Hospitality Staff** |

**Retail Supervisors**

**Retail Supervisors**

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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * **Quality:** Sodexo is committed to providing patient customer care of the highest quality and promotes this through the customer care training of their staff.
* **Confidentiality:** During the course of his / her duties, the postholder may have access to confidential information which must not be divulged to any unauthorised person or any relative at any time.
* **Policies and Procedures:** The postholder is required to familiarise and comply with all relevant Sodexo and Trust policies and procedures.
* **Health and Safety:** Ensure that all procedures for security, safety, health and fire precautions are adhered to in accordance with the Health and Safety Policy.Staff must take care of their own safety and others who may be affected by their actions or omissions. Health and Safety in the workplace is a two way process. Managers must make sure their employees work in a safe environment and employees have an obligation to report any Health and Safety concerns to management. The workforce must ensure that all equipment or personal protective equipment provided is used in the appropriate manner. They must also report any accidents or near misses to the appropriate manager and must also complete the appropriate Incident / accident report forms.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Performance:*** Delivery of all W12 hospitality orders on time and to the agreed specifications and standards
* Work closely with the W12 chef to deliver a quality hospitality service as requested.
* Ensure food hygiene and health and safety legislation is adhered to and all at all times.
* Ensure labour and food cost is managed effectively.
* To manage & complete all company paperwork, reports, systems and procedures on a daily/weekly basis as required.
* Build and maintain effective relationships with W12 management, staff and other departmental managers.

**Labour-Management:*** Flexible management of working hours to coincide with service requirements.
* Arrange for staff where necessary through agency or the rest of the Retail team in order to maintain and deliver a quality service according to set work schedules and procedures.
* Supporting the main retail service where possible during gaps in business.

**Sickness:*** Monitor, report and manage all staff absences and sickness through company policies.

**Quality:*** Undertake weekly monitoring of quality control systems for the Catering service through appropriate IT systems as instructed.
* Undertake appropriate remedial action in areas that do not meet the required standards.
* Undertake the reporting of maintenance defects of equipment and materials, according to set procedures.
* Assist in implementing Food Hygiene policies to agreed standards.
* Ensure that all Catering/retail materials and equipment are kept clean, hygienic and maintained.

**Stock Control:*** Ensure security of all stock items at all times.
* Control and manage all stock and light equipment through weekly stock takes
* The assessment of costs associated with any ad-hoc work requested ensuring an efficient and cost effective service.

**General:*** Arrange & provide cover as necessary so that we have consistent delivery of services at all times.
* Process agency timesheets.
* Carry out routine admin tasks as required.
* Perform other such duties as may be reasonably requested by the General Manager or Business Director

**Housekeeping:*** Liaise with the Domestic staff and supervisor to ensure the W12 Conference Centre is clean and stocked with consumable items at all times in line with client expectations.

**Team Working and Training:*** Work in partnership with Sodexo managers, supervisors, client staff and colleagues.
* Lead new starter inductions on the “buddy” programme.
* Train new staff
* Assist in, organise and implement appropriate training in line with personal development plans and divisional business plans.
* Participate in required Company and Trust training.

**Conduct*** Be correctly dressed in the correct uniform at all times and to ensure that all Catering staff are also dressed correctly at all times. This specifically includes the wearing of Sodexo name badges and Trust identity cards if applicable and to ensure that both are clearly visible at all times.

Staff must conduct themselves in a professional, polite, courteous and appropriate manner and attitude towards customers and maintain their dignity at all times, including privacy when it comes to their personal information.  |

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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Statutory- Safegard Green Audit
* Statutory- EHO 5 stars and above on “Scores on the Doors”
* Financial- Turnover improvement on “like for like” statistics;
* Financial- Turnover meets budget and/or forecast;
* Financial- Consumption and margin should meet budget and/or forecast and improvement towards the top-10 scores in healthcare;
* Financial- Stock levels consistent week-on-week and month-on-month;
* Financial- Labour worked hours meets budget and/or forecast;
* Financial- Labour paid hours meets budget and/or forecast;
* Compliance- 90% or over on Unit Business Healthcheck Audits;
* Quality- ISO 9001-2008 Full audit compliance, action of non-conformities, use controlled documents.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Qualifications*** + Food Hygiene Training
	+ Good IT skills
	+ Good standard of literacy and numeracy

**Experience*** Experience of Catering/Hospitality
* Supervisory experience
* Experience in delivering training in Catering/Retail, using company guidelines

**Specific Skills*** Effective communication and customer care skills with customers, clients, and staff
* Strong interpersonal skills and ability to communicate effectively with customers, clients, and staff at all levels
* Good time management and organisational skills
* Ability to monitor, lead and develop a team of people increasing individual effectiveness through leadership, motivation, communication, coaching and training
* Ability to monitor performance levels at all times
* Financial awareness in managing budget
* Understanding of relevant Health and Safety, Employment and other legislative requirements
* Knowledge of NHS policies, equipment requirements, management

**Personal Qualities*** Ability to respond quickly to problems
* Ability to take instruction from both line manager and clients
* Ability to achieve and set high standards and operate to performance criteria
* Self-motivated
* Sense of own initiative
* Empathy with patients and visitors
* High standards of personal hygiene
* Ability to work independently and as part of a team
* Ability to deal with stressful situations
* Positive approach to learning in role and identifying own training needs as appropriate
* Flexible approach to role
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| Version | V1 | Date | 27.02.2017 |
| Document Owner |  Gareth Evans |

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| 10. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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