

Job Description:   
Catering Manager

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| Function: | | | | Defence | | | | | | | | | | |
| Position: | | | | Catering Manager | | | | | | | | | | |
| Job holder: | | | |  | | | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Services Manager | | | | | | | | | | |
| Additional reporting line to: | | | |  | | | | | | | | | | |
| Position location: | | | | Ward Barracks | | | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | | | |
| * To plan, organise and coordinate all catering activity * To ensure standards of service detailed in the service level agreement and within the schedules of the contractual terms and conditions are achieved, maintained and developed * To grow services in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with client and Sodexo expectations * Continually monitor all food standards and hygiene standards and ensure they are maintained at the highest level * To drive catering performance through adherence to all promotional activity and marketing initiatives | | | | | | | | | | | | | | |
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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 FY17: | TBC | | EBIT growth: | | TBC | | | Growth type: | n/a | Outsourcing rate: | n/a | Department Workforce | 22 | |
| EBIT margin:Food | | | % | |
| Net income growth: | | | | tbc | Outsourcing growth rate: | n/a | HR in Region | 2 | |
| Cash conversion: | | | | tbc |
| Characteristics | | * To drive Margin and increase sales * Pay as you dine within a military environment | | | | | | | | | | | | |

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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. |
| Account Manager  Account Manager  Account Manager  Account Manager  Services Manager  Catering Manager |

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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. |
| * Travel and overnight stay may be required to undertake training and other business requirements * To act as the duty manager on call when required * May be required to work unsociable hours in line with business requirements * Flexibility on work schedule will be required at times |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Contribution to gross profit and improvements to budget performance as determined by segment business objectives * Revenue growth and delivery of year on year performance in your business area * Year on year balanced scorecard improvement in food safety, health & safety; environment; risk; client satisfaction; and quality * Operational excellence in labour management and performance * Employee engagement and IIP * Well developed internal and external network * Continued professional development in industry sector * Wastage targets |

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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. |
| * **Leadership and people**   You will role model the company values and ensure they are reinforced at every opportunity. You will provide leadership and clear direction on all aspects of Catering Services, operational and  people, ensuring your own team, deliver on business objectives. You will support in the delivery of the people plan and on the back of this, developing future capability of your front line teams. You will lead by example and champion effective communication. You are responsible for the recruitment, induction and development of your employees and will manage the performance of your team in line with Sodexo HR policy and procedures.   * **Risk, governance and compliance**   You will champion food hygiene and safety and be a point of advice for all legislative, statutory and company policy and procedures applicable to Food Services. Provide resilient and consistent application of policies, processes and procedures ensuring full compliance and understanding of all company risk, reporting and governance processes. You are accountable for cash and stock within the catering areas and as such are responsible for self and business area adherence to all cash and stock company procedural compliance. You are guardian to Sodexo cash and stock and are therefore responsible for any discrepancies incurred intentional or otherwise.   * **Financial management**   You will provide catering support to drive consistency, standards, compliance and financial in the completion of catering accountancy, documentation, audits and administration procedures. You will coach your catering team on effectively managing costs whilst maintaining recipe/offer, cooking and preparation standards. You will provide and ensure accurate collation of information towards ingredients, recipe and finished product costing. You will demonstrate an in depth understanding of the impact on costs e.g. portion volume, feeding to scale, sales, waste, customer preferences, labour etc.   * **Relationship management client and team**   You are responsible for managing local client and customer relationships and developing and maintaining strong business relationships. You must seek to understand the client’s business environment, developing and maintaining strong relationships. You will manage clients proactively and professionally, in line with Clients for Life®, ensuring Sodexo delivers service in line with the client’s business objectives. You will understand the importance the client places on partnering principles and endeavour to establish a dynamic and positive culture for co-operative business relationships and improvements to service.   * **Operational management**   You will be responsible for maintaining a comprehensive knowledge of UK catering with a focus on quality, production, food hygiene, food costs and presentation and using this knowledge to advise and develop your catering team.You are responsible for overseeing the operations of the catering area and managing its compliance with legal, regulatory and company requirements including the quality management system (QMS). You will effectively manage continuous improvements, taking corrective action where necessary and informing the Service Manager of performance issues. You will ensure robust food safety and health and safety procedures are implemented, reviewed and reported on a regular basis.   * **Service excellence in Catering**   You are responsible for driving all aspects of culinary excellence across your business area including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and food and service standards. You must ensure that you and your team work to recognised and expected standards ensuring the offer is meeting the customer’s needs through full and correct use of company tools. In partnership with subject matters experts you will champion and embed culinary excellence initiatives across your business area and ensure that all services are aligned to the defence client and customer needs and deliverable within budget.   * **Continuous development**   You are responsible for continual development and improvement for the catering services, resulting in improved services, increased sales and reduced costs. Continually monitor financial performance (e.g. supply chains, sales, labour, expenses, internal issues) to ensure that the pre set budget figures are maintained and improved. When variances occur, to provide written explanation of costs and implement action plans for correction. |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Essential   * Demonstrate experience of working in a similar role within the service industry at a comparable level in a company * Good numerical and communication skills, must be able to demonstrate effective verbal and written communication * Management knowledge of health & safety and food safety * CIEH level 3 qualification or equivalent * Able to work on own initiative within a team environment * Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook) * Proven experience in catering sector, including stock management, cash control and customer service * Able to demonstrate attention to detail and adherence to standards * Must have one of the following qualifications or equivalent:- BSC (Catering), MHCIM, HND, City and Guilds 706/1 and 2, NVQ level 2 and 3 and possess an intermediate level food safety certificate * Analyse problems analytically, develop opportunities and implement innovative solutions   Desirable   * IOSH qualification or equivalent * Proven experience of managing client relationships * Proven track record of leading, managing and developing a team * Experience of working in a military environment |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Growth, Client & Customer Satisfaction / Quality of Services provided | * Leadership & People Management | | * Rigorous management of results | * Innovation and Change | | * Brand Notoriety |  | | * Commercial Awareness |  | | * Employee Engagement |  | | * Learning & Development |  | |

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| 9. Management Approval – To be completed by document owner |
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