

Job Description: Group Catering Manager



Function:	Schools
Position:	Relief Support Chef Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Jo-Anne Adamson
Additional reporting line to:	
Position location:	London & South East Area

1. Purpose of the Job – State concisely the aim of the job.

- To work with Managers, Chefs and Catering teams within the Government school business to ensure that they are able to perform to the required capability level and can meet and maintain (at all times) company standards, compliance and policies in all areas of food, health, safety and quality.
- To ensure the effective running of the assigned Contracts including the delivery of a consistent level of service, to the contract specification and agreed performance, qualitative and financial targets
- Ensure that all sites are utilising the style guide and marketing and promotion initiatives on offer to drive increased uptake
- Ensure compliance with all Health and Safety, Food Safety and Allergen procedures
- Manage and develop the team to ensure that Sodexo objectives and strategy are met
- To communicate and report all operational aspects, and escalate all out of process issues, to the Account Manager

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										

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
Catering/Business Managers, Relief Support Chef Manager

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.

- All employees to be subject to Safer Recruitment procedures and have in place an Enhanced DBS with child barring list check
- Compliance with company Health and Safety policies
- Compliance with allergen legislation
- Fully embrace the relevant food offer in place
- Comply with contract requirements and ensure excellent operational service

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- In a relief management capacity, cover the day to day operations of any unit within London & the South East Area.
- Organise holiday and sickness cover, and where necessary to cover in a relief management capacity
- Work with the Account Manager South to ensure that all sites are complying with company standards in relation to food standards and offer implementation (ie, ROL, Marketing, Purchasing compliance)
- Support the Account Manager and wider team as the day to day representatives of Sodexo
- Provide direction and expertise to the assigned business areas by promoting Sodexo strategies, values and behaviours
- To visit the sites to ensure that high standards of health, hygiene, cleaning & food are being achieved and to deal with any breaches through action plan and support to the Business Manager
- Ensure that all Catering Managers training is up to date as well as their teams
- Support the Catering Managers in ensuring that all sites receive a Green Safeguard audit result – and to support with any action plan implementation where an amber or red score is received
- Support the Account Manager to recruit, induct and develop new employees into the business area in line with Sodexo policy
- To carry out performance management activities such as disciplinary or counselling as required

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.

- Safeguard Audits will be green
- The Area can demonstrate good labour management practices and adherence to Safer Recruitment practices and all company food and marketing initiatives
- The Area meets all contractual specifications and service levels

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- High standards of food production and service delivery
- Experience in managing multi-site business
- Experience of recruiting, inducting and developing teams and managing within a set framework
- Ability to communicate at all levels in an appropriate manner
- Experience of working in a standards/compliance environment
- Relevant qualifications

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

<input type="checkbox"/> Growth, Client & Customer Satisfaction / Quality of Services provided	<input type="checkbox"/> Leadership & People Management
<input type="checkbox"/> Rigorous management of results	<input type="checkbox"/> Innovation and Change
<input type="checkbox"/> Brand Notoriety	<input type="checkbox"/> Employee Engagement
<input type="checkbox"/> Commercial Awareness	<input type="checkbox"/> Learning & Development

9. Management Approval – To be completed by document owner

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Document Owner			