

# Job Description: Business Manager



Function:	Corporate Services
Job:	Business Catering Manager
Position:	Business Catering Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Account Manager
Additional reporting line to:	
Position location:	

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

- We currently have an opportunity for a Business Catering Manager to lead the catering team within a well-established contract
- This role is subject to CTC clearance checks
- As the Catering Manager, you will ensure standards of service detailed in the service level agreement, KPI's and within the schedules of the contractual terms.
- This position will suit an innovative manager, who is passionate about food quality and high standards of front of house services.
- This is an excellent opportunity to develop your management career in a growing business.

### 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			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	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.

Alaistair Armstrong – Account Manager  
Pamela Porter – Service Excellence Manager  
Business 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.

- Efficient management of the daily catering and hospitality services for up to 1000 customers, ensuring quality fresh food and high standards of service delivery.
- Control and monitor the financial performance of the unit and to maintain costs within pre-budgeted targets.
- Establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organization.
- Implement and maintain the Statutory and Company standards of hygiene, health and safety and take any action as is necessary.
- Manage ,train and develop a highly skilled team of staff.

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

- Ensure that all food is prepared with due care and attention, particularly regarding customers' special dietary requirements
- To actively seek and identify opportunities for business growth within the contract and external market
- Ensure all food is prepared fresh and to a high standard as per service level agreement, Company policy and current legislation.

**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.

- Adherence to Food Hygiene, Health & Safety and compliance
- Control and monitor the financial performance
- Identify opportunities for business growth

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

- Previous experience of operational management in catering and hospitality
- Effective and experienced People manager & confidence to lead, develop and engage teams
- Ability to interpret and utilise financial and commercial information
- Good numerical, interpersonal and communication skills, must be able to demonstrate effective verbal and written communication.

- Able to demonstrate knowledge of MS Office (word excel, PowerPoint and outlook)
- Manage multiple workloads and shifting priorities
- Familiar with all current H&S requirements for role
- Positive approach to learning in role and identifying own training needs as appropriate
- Knowledge & experience of CIEH / COSSH / HACCP
- Strong adherence to Food Hygiene, Health & Safety and compliance.

**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	
▪ Learning & Development	
▪ Employee Engagement	

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

Version	1	Date	19/10/2021
Document Owner			