

Job Description:   
Front of House Manager

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| Function: | | | | Defence | | | | | | | | |
| Position: | | | | Front of House Manager | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Services Manager | | | | | | | | |
| Additional reporting line to: | | | |  | | | | | | | | |
| Position location: | | | | DMS Whittington, Lichfield | | | | | | | | |
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| 1. Purpose of the Job | | | | | | | | | | | | |
| * To manage the combined mess front of house offer, hospitality services and hotel services across site * To manage functions including planning, menus and costing in conjunction with the catering team and executive chef * To ensure standards of service detailed in the schedule of requirements (SOR) and quantity tables are achieved, maintained and developed * Ensuring the PMC/RSM and mess committee relationships are positively maintained and promote Sodexo * Maximise the profitability of the business by increasing sales and managing costs * Ensure the prompt and efficient preparation and service of all services to Sodexo and contractual requirements including the delivery of defined budgets and profit margins * To ensure standards of service excellence are adhered to within the mess environment and positively embraced by employees | | | | | | | | | | | | |
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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 FY16: | £630k | | EBIT growth: | | TBC | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | 50-80 | |
| EBIT margin: | | TBC |
| Net income growth: | | TBC | Outsourcing growth rate: | n/a | HR in Region | TBC | |
| Cash conversion: | | TBC |
| Characteristics | | Key performance indicators (KPIs)  * 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 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 | | | | | | | | | | |

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| 3. Organisation chart – Indicate schematically the position of the job within the organization. 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. |
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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. |
| * **Finance**   + Ensure that the Company’s accountancy documentation and administration procedures are carried out to the Sodexo compliance standards and that the necessary weekly and monthly returns are completed accurately and transmitted at the appointed time or dispatched manually   + Ensure that all costs and expenditure are within the budgeted levels agreed between the client and Sodexo. Control all costs such as labour, expenses, as agreed with your line manager   + Ensure tariff prices are correct, that all catering services are costed and charged according to the terms of the contract   + Maintain levels of stock, cash, local credit and debt outstanding to the agreed establishment targets * **Quality of Food and Service** * Ensure that methods of preparation, production and presentation comply with Sodexo’s standards and procedures * Obtain purchases from Sodexo nominated suppliers.   + Comply with all relevant sections of the quality assurance audit and to complete routine audits at a frequency as indicated in the “unit activity calendar”.   + 'Walk the floor' during service periods to ensure that excellent levels of service are being delivered to the customers   + Manage all services under the control of Sodexo including bars, accommodation, conference and banqueting * **Hygiene, Health and Safety** * Comply with all company and client policies, site rules and statutory regulations relating to Health and Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place and training of staff   + Ensure that all equipment used, is in safe working order, checked regularly and serviced. Report any faults to management/client, ensure they are rectified and ensure equipment is not used until safe. * Ensure that all equipment, monies and the overall establishment, is safe and secure at all times * **Personnel and Training**   + Administer the payroll for establishment staff via UDC and maintain personnel records to comply with statutory regulations and Company policy   + Recruit, manage, induct, train, motivate and appraise staff to promote good employee relations and operate within company procedures, legislation and the IiP standards. Staff appraisals to be conducted twice yearly. Maintain training records for all staff, ensuring that individual needs are recognised and met either through on or off job training   + Ensure that all Sodexo employees project a positive, approachable, friendly and professional image   + Comply with the procedures as laid down within the unit personnel manual or as advised by the Human Resources manager.   + Hold regular team briefing meetings using the company team brief format   + Hold weekly team huddles to include the safety moment   + To attend an annual appraisal with the mess center manager and to agree and take ownership of your training and development needs   + Attend company training courses and regional meetings as requested   + Plan and control holidays within the operation to 'self cover' where practicable * **General Responsibilities**   + Ensure the standards across the site(s) are in accordance with the Service Level Agreements and Key Performance Indicators specified in the service contract   + Ensure the prompt provision and efficient service of all meals and catering requirements at the specified time to the standards laid down in the KPI's   + To take adequate steps to ensure the security of company and client property and monies under your control   + Compile and agree an annual business plan with your line manager, and to be responsible for achieving all actions   + Maintain excellent client relationships and communicate with the day to day client at every opportunity - holding at least a weekly review meeting   + Ensure that all written communication represents a professional image to customers, clients and staff   + Actively seek and identify opportunities for business growth both within the contract and the external market. Maximise profitable sales by the introduction and maintenance of food service brands to the standard required by the Company   + Action customer compliments by praising staff and resolve complaints satisfactorily, referring to your line manager where necessary   + Attend to and take all necessary action, statutory or otherwise, in the event of incidents or accident, fire, theft, loss, damage, unfit food, or other irregularities and take such action as may be appropriate   + Comply with any reasonable instruction from your line manager within the agreed deadline   + Comply with all Sodexo company policies/procedures and client site rules and regulations   + Carry out other reasonable tasks as directed by management |

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| 6. Accountabilities |
| * **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 your business area, operational and people, ensuring your own team, deliver on business objectives. You will support in the delivery of the people plan and develop the 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 and the annual performance development review process (PDR).   * **Mess operational management**   You are responsible for managing day to day mess operations including event and functions management. You are required to control bar procedures, including the ordering and maintenance of cellar stock, security of stock, keys and cash, the despatch and receipt of laundry, the maintenance of cleaning material stocks and re-ordering within budget and the maintenance of custody and periodic checks of service equipment.  You are responsible for organising work rosters to ensure effective resourcing for all daily mess activities and functions, managing annual leave and arranging day to day cover for unplanned absence. You must ensure all procedures are being followed in regards to timesheets, payroll and employee personnel files are maintained in adherence to company guidelines. You will effectively work to the Sodexo QMS, taking corrective action where necessary and informing line manager of performance issues.   * **Mess financial management**   You are responsible for the financial delivery and performance of your business area in line with annual budgets and the day to day business financial accounts including the control of messing returns, invoicing and any other associated financial process of the client and Sodexo. You will contributing to the monthly financial review process against KPI’s and ensure follow up on all improvement plans to support delivery of budget at local level.   * **Relationship management client and team**   You are responsible for managing local client and customer relationships, through regular liaison with the PMC and Mess Committee. You must seek to understand the client’s business environment and drivers, developing and maintaining strong relationships and establishing a network of client contacts. 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.   * **Mess service excellence**   You are responsible for driving all aspects of service excellence within your mess including service standards, brand integrity, quality, compliance and Sodexo’s corporate social responsibility. You will also need to demonstrate an understanding and respect for the clients’ values, tradition and culture applicable to the specific mess you are responsible for.  You must ensure that you and your team work to the highest standards of service excellence ensuring the service provided is above and beyond the customer’s needs. In partnership with subject matters experts  you will champion and embed service excellence initiatives and ensure that all services are aligned to the defence client and customer needs and deliverable within budget.   * **Risk, governance and compliance**   You are accountable for full compliance and understanding of all company risk, reporting and governance processes. You will ensure that these are fully applied, complied with and adhered to within own business. You are accountable for cash and stock within your business area and as such are responsible for self and business area adherence to all cash and stock company procedural compliance.  As guardian to cash and stock you are responsible for any discrepancies incurred intentional or otherwise. You will ensure robust health and safety procedures are implemented, reviewed and reported on a regular basis. You will be a champion of food hygiene and safety and be a point of advice for your team on all legislative, statutory and company policy and procedures applicable to Food Services. |

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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   * Good standard of literacy and numeracy * Experienced in using Microsoft Office * Previous experience in a commercial facilities environment * Ability to interpret and utilise financial and commercial information * Excellent interpersonal skills and ability to communicate effectively with customers, clients, and employees at all levels * Excellent planning and organisational skills * Proven experience of managing military mess establishments * Proven experience of planning, costing and operating both mess and private hospitality functions * People management experience * Manage multiple workloads and shifting priorities * Achieve, set standards and operate to performance criteria; for example health and safety and hygiene * Positive approach to learning in role and identifying own training needs as appropriate * Self-motivated and able to work on own initiative * Work effectively as part of a team * Proven experience of managing a diverse workforce within a service environment   Desirable   * IOSH managing safely qualification * CIEH Level 3 qualification * Experience of delivering training * Have a good knowledge of the range of soft FM services that are offered on site * Experience of managing conflicting expectations of the client and consumer within one business area |

**EXAMPLE**

**EXAMPL**

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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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| 9. Management Approval – To be completed by document owner |
| |  |  |  |  | | --- | --- | --- | --- | | Version |  | Date |  | | Document Owner |  | | | |