

Job Description:   
General Manager

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| Function: | | | | Peyton & Byrne | | | | | | | | |
| Position: | | | | General Manager | | | | | | | | |
| Job holder: | | | | TBC | | | | | | | | |
| Date (in job since): | | | | TBC | | | | | | | | |
| Immediate\_manager  (N+1 Job title and name): | | | | Operations Manager | | | | | | | | |
| Additional reporting line to: | | | | Managing Director | | | | | | | | |
| Position location: | | | | Royal Academy of Arts | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| To take a proprietorial approach to running the business; the GM act in partnership with the company to drive their site forward in all areas, specifically: delivering quality service to customers and clients, developing it’s people and team, driving quality and standards and driving sales and delivering good, sustainable profits.  To live the company values and ethos by overseeing the team with the highest standards of safety, hygiene, service, hospitality, financial performance and food quality. To build a motivated team by taking an active interest in their welfare, safety and development.  Contribute ideas and knowledge for planning; budgeting, organising and communicating between the various departments, restaurant teams, driving sales through various marketing aspects.  Well-presented and driven to actively drive a strong relationship with client and wider Peyton and Byrne head office teams.  Senior manager with overall responsibility for running the site or sites they are designated to run in a safe and legal way with the ability to prove this through active record keeping. | | | | | | | | | | | | |
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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. |
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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. |
| * **Balancing Customer, Client, and Employee request** * **Financial budgeting and Management** * **Event Management** * **Adapting to changing internal environment and exhibits** |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Accountabilities**  **Service Client & Guest Care**   * To create a culture of driving guest focus and service excellence: to lead this proprietorially at all times * To lead, train and develop their management, kitchen and restaurant team to handle any complaints to satisfy the guest promptly and leave them with a favorable impression * To lead the team by example, interacting with guests and being present during the busy service periods * To be a team player within Peyton and Byrne/Sodexo restaurants at all times and be prepared to be flexible in order to ensure that all operations are always as guest-focused, efficient and profitable as possible * To ensure the menu, drinks offers, service levels and support are always available, as agreed with the executive team and as appropriate * To ensure functions and events menus are managed effectively in conjunction with the events management team * To ensure that all managers and team are well presented, being clean, hygienic and wearing appropriate clothing at all times to present a positive view of the restaurant, the team and the company * Ensure that all guest comments and complaints are responded to in a timely, positive way, including social media, where appropriate * To develop and maintain excellent, positive and progressive relationships and open communications with the client at all times * To assist the Operations Director in the preparation of the agenda for Management/ Client Committees & meetings * To prepare any papers/reports as are necessary for submission to committee in a timely and accurate manner * To prepare accurately, any statistical information required by the Client * To attend Client meetings as required and answer any questions * To train & coach the DGM or AGM and Head/Exec Chef to manage Client relations and reporting effectively in your absence, and in support of the company   **Leadership and People Management:**   * To recruit, train, coach, develop and nurture the whole team, as a progressive proprietor/owner would * To be accountable for all supporting managers and team * To conduct weekly manager meetings with all other managers & chef managers in attendance with records kept and followed up * To Mentor, appraise and review all other managers and create written development plans for each * To create a positive leadership culture to ensure motivation and morale remain at the highest level at all times * To ensure the training and development of all staff, supported by full induction & training for every person in line with Peyton and Byrne/Sodexo standards * To ensure all team and managers are scheduled for annual leave within the holiday year by managing smoothly and focusing on it throughout the year * To implement motivational, teambuilding and reward activity for all employees to ensure positive morale * To ensure high-quality detailed pre-shift briefings are carried out before every service to inspire, energise, improve product knowledge and service quality * To implement all team and manager vacancy advertising and recruitment is carried out according to company standards * To gain approval for all management level appointments with The MD and the HR Director before offering any management roles * To spot talent and implement succession planning for your team * To ensure high quality Day One Induction takes place for all team and management recruits and that all team have up to date & complete personnel files on site and easily accessible * To regularly check and audit staff files and records to ensure ID and all legal, ID, compliance and training materials are on file * To conduct annual appraisals and continuously develop your team through regular quarterly reviews & agreeing quarterly personal goals that are followed through with all team members * To ensure all team and managers have a quality sign off, review and are set written objectives at the end of their probationary period * To lead a culture of giving quality feedback, both corrective and positive * To carry out informal discussions with the team, provide updates & evidence to support the management of possible conduct or performance issues * To carry out any formal conduct or performance hearings, using company policies & communicating with the HR Team and the PeopleCentre * To ensure correct procedures are carried out when grievances are raised by team members, following company procedures in collaboration and following advisory conversations with the HR Team and the PeopleCentre. * To support the management team of other Peyton and Byrne/Sodexo sites, for HR and legal matters, when nominated by a peer, and to ensure you appoint a peer to provide nominated support to your team, during GM holidays * Ensure any disciplinary sanctions/Holiday absences, sickness and employee advice notes are accurately recorded in the people system * To attend the monthly Peyton and Byrne/Sodexo GM Academy and ensure your management team attend their respective sessions * To attend Peyton and Byrne/Sodexo training sessions and briefings where available and encourage & facilitate your team to do the same * To take responsibility for your own career path and continuous self-improvement * To manage open and clear communication with the Peyton and Byrne/Sodexo Exec team and support team in a timely way using e-mail, calls and meetings effectively * To organise and support team meetings on a regular basis to communicate results, company information, ensure open communication and allow the team to learn and develop: ensuring accurate records are kept * To ensure that your chefs provide a nutritious, satisfying meal for the team while controlling costs well   **Quality and Detail:**   * To take proprietorial responsibility for all hygiene and safety operations within your site, using all company tools provided to ensure compliance and due diligence * To manage all Audits and communication in a professional and efficient way and respond to all reports and correspondence in conjunction with the company Safety Advisor * To ensure all team and management record and monitor any accidents and incidents and report any potentially serious matters with the COO and Safety Advisor * To hold the level 3 Food Hygiene Qualification, and ensure that all managers and team are trained to the appropriate level in food safety and health and safety * To ensure correct levels of training in the service of alcohol/liquor licencing and first aid to protect the company from risk and possible legal issues * Maintain HCCP files and training records on site ready for inspection * To liaise with the kitchen on daily operations, food safety and quality control * To ensure that all operating standards are adhered to in order to achieve maximum levels of service and profitability * To ensure all products and displays are well presented and correct according to agreed guidelines at all times, making sure that all signage and collateral is in line with agreed company standards in conjunction with the marketing team * To undertake regular tastings and feedback in conjunction with the Head/Exec Chef to ensure the highest quality of food at all times * To maintain a wine and drinks list as agreed and approved by Directors * To ensure monthly property audits are complete and action maintenance requirements * To lead your team to minimise waste of gas, water & electricity and minimise environmental impact of your business * To ensure weekly and monthly internal hygiene & safety audits are complete, all the management team are fully versed in the process and actions are followed up and completed * To use external CSC audits as a positive development tool and complete all actions in a prompt and effective way * To ensure the daily/weekly cleaning rotas for all departments are completed and recorded for due diligence * Manage pests proactively in collaboration with the client & contractors * Liaise effectively with the client and maintenance team to ensure the highest possible standards of safety and presentation in all restaurant, café and back of house areas   **Financial Management:**   * To lead with a progressive proprietorial style to drive sales and convert to profit and show commitment and diligence to the financial success of the site * To supervise the weekly Monday stock takes and ensure all necessary paperwork has been compiled correctly for weekly reporting at the agreed deadline * To complete final checks and approve all weekly reports and reports personally or delegate to DGM or trained AGM, when absent * To ensure daily cashing-up & financial procedures are completed to company standards by yourself and all other managers * To ensure accurate weekly staff rotas have been compiled by the designated manager, maximising service levels, considering employee work patterns and ensuring employment percentages do not exceed budget. * Ensure all employee/departmental rotas/schedules and accounting is accurately recorded in our people system, by the agreed deadline * To ensure an accurate stock result brief is prepared for weekly meetings and feedback from the previous week’s financial results & minutes * To submit all payroll information accurately on time * To set & manage annual budgets in accordance with the director’s projections * Complete accurate monthly forecasts and action plans to ensure budgets are met, at the agreed time and within deadline * Hold full accountability for all financial aspects of the business, including training the chef and managers as needed and carrying out financial investigations where needed * *To carry out any other reasonable duties and responsibilities as needed*   *To work as a team player at all times and be prepared to be flexible in order to ensure that all operations are always as efficient and profitable as possible* |

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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. |
| * Operational Excellence and consistency within site * Manage all aspects of operations within set financial budgets * Leading and managing the operational team to success |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Customer Service Care and guest focused * Able to work within a team * Build stable and engaging relationship with Client * Manage the business financials and planning/forecasting * Diverse Contract Catering/Full bar service experience * Influencing and constructive challenging skills * Pro active behavior towards problem solving * Strong financial understanding * Experienced in adhering to and driving company initiatives * Personal innovation and passion * Strong communication skills * Relevant qualifications and training |

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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 | | * Financial Awareness | * Innovation and Change | | * Health & Safety/Food Hygiene | * Business Consulting | | * Commercial Awareness | * P&L Understanding | | * Employee Engagement |  | | * Profit |  | |

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| 9. Management Approval – To be completed by document owner |
| |  |  |  |  | | --- | --- | --- | --- | | Version | V.1 | Date | 05.04.2017 | | Document Owner | Keniro Miller | | | |

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