

**GOVERNMENT SERVICES**

Job Description:
Front of House Manager

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| Function: | Government & Agencies |
| Generic job:  | Front of House Manager |
| Position:  | Front of House Manager  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | General Services Manager |
| Additional reporting line to: | Operations Manager |
| Position location: | Birmingham RC  |
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| 1. Purpose of the job  |
| * To maintain a catering support service which delivers the highest possible standards of service, presentation and customer care to all users of the facility; to meet the Customer and Client requirements to the highest standards.
* To plan, organise and manage delivery of all services within the operational business area
* To ensure standards of service detailed in the service level agreement, KPIs and within the schedules of the contractual terms and conditions are achieved, maintained and developed for assigned operational business area
* To contribute to the growth of all services in order to meet client and commercial expectations whilst maintaining strict budgetary control within operational business area in line with client and Sodexo expectations
* Embracing the principles of Collaborative Business Relationships (BS11000), in line with Sodexo’s vision and values
* To manage all aspects of performance of an assigned group of direct reports
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| 2. Dimensions  |
| Characteristics  | * Year on year balanced scorecard improvement in health and 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  |
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| **4. Context and main issues**  |
| * Comply with all legislative requirements
* Adhere to any local client/customer site rules and regulations
* Role model safe behaviour
* Travel and overnight stay may be required to undertake training and other business requirements
* Unsociable hours in line with business requirements
* Flexibility on work schedule and location maybe required
* Collaboration with all other site department managers to ensure the effective management of the site overall
* Effective collaborative working with Sodexo external partners, Client Staff, Building users and partner FM service providers.
* Ensure all practices are in line with Sodexo policies and procedures and those set out within Health and Safety and Food safety guidelines/legislation
* To act as a site SME (Subject Matter Expert) where appropriate to support other department Supervisors and departments, offering guidance and support where required
* To act as the duty manager on call when required
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| 5. Main assignments  |
| * To continue to develop one’s own skills and knowledge within the position, including any required training courses
* To maintain excellent client/customer relationships
* To attend team briefs, huddles and meetings as required
* To attend your EPA to discuss and agree job performance, objectives and development activities
* To maintain professional work standards at all times
* To care for all company equipment and ensure that any faults are reported to management
* To act as duty manager ‘on call’ and holiday/weekend cover as directed by line manager
* To agree with General Services Manager the allocations of work schedules ensuring efficiency is maximised and, as directed, produce employee rosters in line with the employee’s terms and conditions.
* To immediately report any equipment/building defects
* To efficiently train, instruct and manage the team in the delivery of services and associated tasks.
* To be in attendance at functions to provide smooth service and good customer service and relations.
* Ensure all employees adhere to the uniform and personal hygiene policy as detailed within Company Induction pack.
* Ensure employee compliance to all cash, keys, stock, premise, security policy and procedure; report any deficiencies as identified immediately to the General Services Manager.
* To efficiently train, instruct and manage the team in the delivery of food services and associated tasks.
* Ensure all employees adhere to the uniform and personal hygiene policy as detailed within Company Induction pack.
* Ensure employee compliance to all cash, keys, stock, premise, security policy and procedure; report any deficiencies as identified immediately to the General Services Manager
* To ensure all cash registers have adequate floats, current pricing programmes, and all employees are correctly trained in use and cash handling policy and procedure.
* To provide a first point of contact to our customers and deal politely, professionally and efficiently with any queries and complaints
* To ensure all food service areas are cleaned down directly after service and all preparation for the following service is completed.
* Where applicable: ensure all pricing is displayed and correct, and to identify areas of savings, sales and increased profitability.
* Identify and deliver (where appropriate) any need for employee training and development, recording and maintaining records of this within training records and personnel files.
* To ensure employee compliance to Health and Safety, Food Safety and COSHH regulations and company policy and procedures
* To carry out any other reasonable tasks and/or instructions as directed by management
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| 6. Accountabilities |
| * Achieve gross margin targets
* Pass all internal and external audits
* Achieve sales target
* Control waste in line with targets
* Labour targets

**Leadership and people*** The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will provide leadership and clear direction on all aspects of the assigned operational business area, ensuring assigned employees deliver on business objectives. The role holder is responsible for supporting the delivery of the people plan and subsequently developing future capability of front-line teams. The role holder will lead by example and champion effective communication. The role is responsible for the recruitment, induction, performance and development of assigned employees and will manage the performance of those employees and support other department managers to achieve this, in line with Sodexo HR policy and procedures.

**Risk, governance and compliance*** The role holder is accountable for full compliance and understanding of all company risk, reporting and governance processes within their assigned operational area. The role holder will ensure that these processes are fully applied, complied with and adhered to within assigned operational business area. The role holder is accountable for cash and stock within the assigned operational business area where applicable; therefore, cash and stock company procedural compliance is a requirement.

**Financial management*** The role holder is accountable for the financial performance of the assigned business operational area in line with set budgets and as a contribution to overall site financial performance. There will be a requirement to contribute to the monthly financial review process for the assigned operational area and also to ensure follow up on all improvement plan actions to support improved financial performance where necessary.

**Relationship management client and team*** The role holder is responsible for managing client and customer relationships and developing and maintaining strong business relationships. The role holder must seek to understand the client’s business environment and drivers, developing and maintaining strong relationships and establishing a network of client contacts. The role holder will manage clients proactively and professionally, in line with Clients for Life®, ensuring Sodexo delivers service in line with the client’s business objectives. The role holder 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*** The role holder will be responsible for overseeing their assigned operational business area and managing compliance with legal, regulatory and company requirements including the quality management system (QMS). The role holder will effectively manage continuous improvements, taking corrective action where necessary and informing their line manager of performance issues. The role holder will ensure robust health and safety procedures are implemented, reviewed and reported on a regular basis. The role holder will resolve daily operational issues within their assigned area and, in rotation with other site department managers, deputise when the services manager is not available.

**Service excellence*** The role holder will be responsible for driving all aspects of service excellence across their operational business area including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and service standards. The role holder will ensure that work is appropriately 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 service 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*** The role holder will be responsible for the continual development and improvement of all on-site services, resulting in improved services, increased sales and reduced costs. The role holder will also continually monitor financial performance (e.g. supply chains, sales, labour, expenses, internal issues) to ensure that the 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  |
| Essential:* Demonstrate experience of working in a similar role within the service industry at a comparable level in a company.
* Basic food hygiene, HASAW and COSHH Certification.
* Knowledge of working in a management role within the soft FM service industry
* Leadership skills and knowledge
* People management skills including general HR skills in recruitment, training and managing employee performance including disciplinary and grievance procedures.
* Good numerical, interpersonal and communication skills, must be able to demonstrate effective verbal and written communication
* Management knowledge of health and safety and food safety
* Ability to make independent decisions
* Able to work on own initiative within a team environment
* Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
* Able to demonstrate attention to detail and adherence to standards
* Analyse problems analytically, develop opportunities and implement innovative solutions

Desirable:* Experience of working within a Government environment
* Previous experience in effectively managing in a similar role
* Health and Safety qualification equivalent to IOSH managing safely
* Soft FM specific technical skills including contract catering, hospitality, retail and cleaning knowledge and skills
* Proven experience of managing client relationships within a contract environment
* Proven track record of leading, managing and developing a team
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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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| * Growth, client and customer satisfaction, quality of services provided
 | * Industry acumen
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| * Rigorous management of results
 | * Analysis and decision making
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| * Leadership and people management
 | * Planning and organising
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| * Innovation and change
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| * Brand notoriety
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| 9. Management Approval – To be completed by document owner |
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| Document Owner | TH |

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