

# Job Description: Catering Manager

Function:	Defence & Government Services
Generic job:	Catering Manager
Position:	Catering Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	General Manager
Additional reporting line to:	John Hassal (during GM cover)
Position location:	RAF Halton

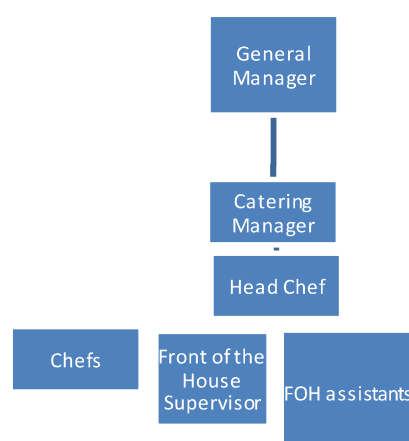
## 1. Purpose of the job

- To manage catering in all kitchens
- To manage front of house delivery throughout all messes
- To manage delivery of the Café retail offer
- To support the running of mess bars in relation to functions
- To manage delivery of all hospitality, functions and events including billing
- To drive on site catering performance
- Conduct performance reviews and development plans for all of your direct reports
- Stand in for GM's absence with client meetings and site management

## 2. Dimensions

Revenue FY13:	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     ■     Demonstrate ability to effectively manage front of house area in line with service requirements								

## 3. Organisation chart



#### 4. Context and main issues

- Comply with all Sodexo company policies/procedures
- Comply with all legislative requirements
- Adhere to any local client site rules and regulations
- Role model safe behaviour
- Unsociable hours in line with business requirements maybe required
- Flexibility on work schedule and location maybe required

#### 5. Main assignments

- To continue to develop one's own skills and knowledge within the position, including any required training courses
- To promote and manage functions including planning, menus and costing
- To plan, organise and coordinate all catering activity
- To ensure standards of service detailed in the service level agreement and within the schedules of the contractual terms and conditions are achieved, maintained and developed
- To grow services in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with client and Sodexo expectations
- Continually monitor all food standards and hygiene standards and ensure they are maintained at the highest level
- To maintain excellent client/customer relationships
- To attend team briefs, huddles and meetings as required
- To attend your performance development review to discuss job standards and agree development activities
- To maintain a clean and tidy work area at all times
- To maintain high levels of personal hygiene and wear the appropriate uniform and PPE as required
- To care for all available resources including equipment, materials and supplies as directed
- To report any near miss occurrences, accidents or faulty equipment to management
- To ensure effective communication with line manager, team, customer and client organisation
- To maintain all areas of responsibility to the set service standards and in line with applicable service offer
- To perform and supervise the day to day activities Front of House in the Junior Ranks Mess (Henderson,) as well as the catering, retail outlet activities and leisure areas/services
- To promote and manage functions including planning, menus and costing in conjunction with the catering team
- To ensure standards of service detailed in the SSS are achieved
- To manage all IT systems within the areas including but not limited to, Kronos, Lean Path, Drive, CPOS
- To ensure all team training and development is completed
- To liaise with the Authority and client to develop relationships and promote Sodexo
- To carry out any other reasonable tasks and/or instructions as directed by management

#### 6. Accountabilities

- Achieve gross margin targets
- Pass all internal and external audits
- Achieve sales target
- Control waste in line with 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.

## **7. Person Specification**

#### Essential

- Demonstrate experience of working in a similar role within the service industry at a comparable level in a company
- Good numerical and communication skills, must be able to demonstrate effective verbal and written communication
- Management knowledge of health & safety and food safety
- Able to work on own initiative within a team environment
- Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
- Proven experience in hospitality sector, including stock management, cash control and customer service
- Able to demonstrate attention to detail and adherence to standards
- Analyse problems analytically, develop opportunities and implement innovative solutions

#### Desirable

- Proven experience of managing client relationships
- Experience of working in a military environment

### 8. Competencies

▪ Growth, client and customer satisfaction, quality of services provided	▪ Industry acumen
▪ Rigorous management of results	▪ Analysis and decision making
▪ Leadership and people management	▪ Planning and organising
▪ Innovation and change	
▪ Brand notoriety	

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

Version	1	Date	3 November 2021
Document Owner	GK		