

Job Description:

General Manager

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| Function: | Catering Operations |
| Position:  | General Manager |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager  | Divisional Managing Director |
| Additional reporting line to: | N/A |
| Position location: | Knebworth Park, Herts |
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| 1. Purpose of the Job  |
| * Manage operations across site location
* Maximise the profitability of the business
* Lead, develop and manage a high performing team
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| 2. Dimensions. |
| Business turnover - £1.3m |  | Retail turnover | £300,000 |  |  | Food COS target |  | 20% |  |
| C&E turnover | £1,000,000 |
| Direct Reports  | 4 | Liquor COS target |  | 25% |  |
| Total labour % target | 39% |
| Business operates 7 days a week with a large proportion of business falling on evenings and weekends. |

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| 3. Organisation chart  |
| General ManagerHead of TalentCommercial managerSales ManagerHead ChefDeputy General Manager |

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| **4. Context and main issues**  |
| * Manage service delivery across multiple private event spaces and public outlets simultaneously
* Manage a comprehensive compliant Health and Food Safety management system
* Manage a multi-faceted operation
* Manage a cost base within strict budgetary parameters
* Build and develop a service delivery team
* Grow C&E sales
* Drive product development
* Provide hands on operational support where required
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| 5. Main assignments  |
| * Manage public and event operations
* Support sales function operations
* Drive profitability of the business
* Lead, develop, manage and motivate a high performing team
* Support the account director in the development of business strategy
* Identify opportunities to grow sales and maximise operating profit
* Build and nurture strong client relationships

Growth and customer satisfaction* Receive and act upon all customer feedback
* In conjunction with the Account Director, ensure that an annual business plan is produced in line with overall business strategy
* Effectively manage the operation in line with business objectives
* Manage standards and quality across all areas of the operation

Rigorous management of results* Ensure financial forecasting is undertaken
* Support P&L management
* Ensure stock is effectively managed and controls are implemented
* Ensure all purchasing is compliant.
* Ensure sales plans are in place with measurable actions to drive revenue growth
* Carry out reviews with reporting managers at the end of each period to discuss the financial and departmental performance.
* Monitor and review service delivery against operating procedures
* Facilitate effective communications between operations and client teams
* Undertake operational duties as required to support the business
* Ensure the business operates with robust food safety and health and safety controls in place
* Ensure the business complies with all Company policies and procedures/site rules and statutory regulations and that licences and qualifications are met
* Ensure that the appropriate training and development plans are in place for all employees within the business to ensure that statutory requirements are met and development training activities are carried out and recorded

Leadership and people management* Recruit, induct, motivate, manage, train and develop all employees following Sodexo HR policy and guidelines
* Coach and manage employees using the Sodexo performance review processes, talent development and succession planning.
* Oversee labour management

**Innovation and Change*** Continuously seek ways to enhance quality through innovation and cost efficiency

Planning and Organising* Manage and develop interdepartmental communication to ensure the holistic product is correctly and seamlessly delivered
* Plan and prioritise workload and tasks effectively for self and others to minimise reactivity, maintain a work life balance and ensure the right number and calibre of personnel are allocated to logistics tasks
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| 6. Accountabilities  |
| * The business operates in line with the contractual service level agreement
* Service standards are formalised and delivered in line with expectations and reviewed on an ongoing basis
* Operating costs are effectively controlled within budgetary parameters and efficiencies are developed where possible
* Client relationships are effectively managed with formal monthly business reviews conducted
* Front line delivery resource including a casual labour pool is built to effectively meet the demands of the business
* All team members receive formal mandatory and relevant skills training
* Processes and controls are developed and implemented across all areas of the operation
* Financial performance is communicated through standard month end review process
* Safeguard and EHO audits are passed
* Product development is achieved
* KPI’s are and delivered
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| 7. Person Specification  |
| Essential* Proven track record in operational management in a similar environment
* People management experience
* Ability to interpret and utilise financial and commercial information
* Excellent communication skills
* Good standard of literacy and numeracy
* Experienced in using Microsoft Office
* Self-motivated and able to work on own initiative within a team environment

Desirable* IOSH managing safely qualification
* CIEH Level 3 qualification
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| 8. Competencies  |
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| * Client Growth and Customer Satisfaction
 | * Innovation and Change
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| * Rigorous Management of Results
 | * Brand Notoriety
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| * Leadership and People Management
 | * Planning and Organising
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| * Analysis and Decision Making
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| 9. Management Approval  |
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| Version | 1 | Date | 22.06.17 |
| Document Owner | Andrew Stoddart |

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| 10. Employee Approval  |
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| Employee Name |  | Date |  |

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