Job Description: Business Manager

Function:	Government Services
Job:	Business Manager
Position:	Business Manager
Job holder:	TBC
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Derek Coulter, Group Account Manager
Additional reporting line to:	N/A
Position location:	Edinburgh

1. Purpose of the Job – State concisely the aim of the job.

- To oversee delivery and develop the food offer and services, both in the staff restaurant, coffee bar, Hospitality and satellite site through commercial initiatives, innovation, team engagement and development.
- To ensure the prompt and efficient preparation and service in all food areas to the company's standard and to the client's satisfaction.
- To ensure that the budget is met and exceeded and that all company audits & documentation are attained to the required standard.
- Provide the most cost effective catering service which offers the users quality and choice.
- Continually propose initiatives that deliver best value to the customer.
- Promote healthy eating, wellbeing and employee satisfaction.
- Improve patronage and grow sales.
- Provide good capture of management information to analyse performance.

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 FY20:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a
		EBIT margin:	tbc			Region Workforce	tbc
		Net income growth:	tbc			Outsourcing growth rate:	n/a
		Cash conversion:	tbc			HR in Region	tbc

Characteristics

- Achieve and maintain all Client SLA's and KPIs, Client catering advisor audits above 90%.
- Improved patronage throughout the site.
- Achieve all Company standard audits, Green Safegard, Green HR audit, gold recipe on line and over 90% in UBHC, Ensure continued use of Leanpath to reduce food waste.
- Adherence to the food offer and menu.
- Consistency in standards, presentation and quality.
- Achieve GOP, understand budget figures and be able to forecast accurately.
- P&L reports are completed within agreed timescales and show positive financial performance. Sales targets are met or exceeded.
- Direct reports are managed effectively.
- Achieving full compliance with recipe on line and purchasing

- Positive customer and client feedback which will be measured during client reviews.
- Positive, developed team willing to go the extra mile to provide excellent service standards.

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.

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.

- Recruitment
- Relationship management
- Staff Retention
- Allergen Management (significant change in legislation)
- Waste Streams Awareness

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- To be responsible for all aspects of Health and Safety and the Environment on work activities to ensure actions comply in accordance with statutory and contractual requirements. Completion to the standards of; Risk Assessments, COSHH Assessments and other H&S compliance and safety expected activities.
- To organise and assist in the preparation and presentation of all meals service (participating as necessary) at the required time, being provided to the standard laid down in the Service Level Agreement and to the Client's, Customer's and Sodexo's satisfaction.
- To devise and implement a strategy of food offer innovation & growth which is in tune with requirements for new trends whilst keeping the main meal service alive, to drive out additional revenue both in the staff restaurant, coffee bar, hospitality and satellite site.
- To ensure that all food is prepared with due care and attention, particularly in regard to customers' special dietary requirements: for example, nut, dairy, improved choice for ethnic minority customers or wheat allergies.
- To organise any special function as required, some of which may occur outside of normal working hours.
- To establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organisation.
- To ensure that the Company's accountancy, documentation and administration procedures are carried out to the laid down standard and that the necessary weekly returns are completed accurately and sent to the appointed office on time. This may be electronically, paper-based, or both, as instructed.
- To control and monitor the financial performance of the contract and to maintain costs within pre-budgeted targets.

- To maintain the standards and integrity of the service offer and Service Level Agreement at all times. To carry out a daily service audit and perform activities detailed in the service offer manual under Key Performance Indicators to the frequency and level required.
- To implement and maintain the Statutory and Company standards of hygiene, health and safety and take any action as is necessary.
- To ensure all required risk assessments and due diligence documentation are implemented in regard to food hygiene and safe systems of work, as are required in order to pass a Safegard audit.
- To take all necessary steps to ensure maximum security of the kitchens, stores, offices, safes and monies and any other areas under the Sodexo's control.
- To recruit, interview, control and discipline staff according to the needs of the unit and within the procedure laid down by the Company. To maintain an accurate, up-to-date personnel record for all staff as laid down in the Human resources Manuals and Documents available on Sodexonet. To keep records of any disciplinary issues and keep the Account Manager and People Centre informed of these.
- To ensure all new staff are given a thorough induction into their job, the unit and the Company. To monitor the performance of staff, carry out performance reviews and provide training and coaching as necessary, and record on the appropriate documents.
- To have special regard to the welfare of the establishment staff and to organise regular and effective staff meetings. To fulfil the requirements of the Sodexo people management processes without exception as detailed in the 'focus on five' management document and demonstrate the required behaviours as an employee within Sodexo that reflect our values. Understand the 10 indicators that are used to measure Investors in People and apply these in your area.
- Engage, motivate and reward our employees to ensure they are satisfied with their working relationships at all levels.
- To ensure the correct compilation of the UDC payroll to the latest regulations. To ensure that all Statutory Regulations and Company Policy concerning the staff are adhered to.
- To have regular contact with the Account Manager and to produce any reports as necessary pertaining to current or events.
- Attend to any reasonable requests made by the Account Manager.

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.

- Adherence to all HSE policies and procedures
- Financial Growth
- Employee engagement
- Customer service

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Experience of managing budgets
- Good standard of literacy and numeracy
- Previous catering experience
- Excellent interpersonal skills and ability to communicate effectively with customers, clients and staff at all levels
- Good time management and organisational skills
- Ability to work well under pressure
- Ability to achieve and set standards and operate to performance criteria, with particular regard to hygiene
- Positive approach to learning in role and identifying own training needs as appropriate
- Self-motivated
- Sense of own initiative
- Ability to work effectively as part of a team
- Flexible approach to role
- CIEH Level 3 Food Safety qualification

- IOSH Managing Safety qualification
- Experience of delivering training using company guidelines
- Computer literacy
- Good standard of financial acumen
- Ability to develop increasing individual effectiveness through leadership, motivation, communication, coaching and training
- Manage high end hospitality in associated buildings

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
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

Version	V1	Date 01.11.21	
Document Owner	Derek Coulter		