

Job Description



Function:	Operations
Position:	Venue Logistics Manager
Job holder:	N/A
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	General Manager
Additional reporting line to:	N/A
Position location:	Fulham Pier

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

- Responsible for the development of an on-site logistics plan working with the Venue Partner to discharge conditions against planning.
- Supporting all departments, working across Craven Cottage and Fulham Pier in its entirety.
- To continue to oversee the planning of day-to-day, event and matchday logistics. Entailing furniture setup, deliveries and portering.
- Building and keeping relationships with suppliers near and far and working to deliver the site set up in an economical and cost-effective way, by means of transport logistics, storage and central distribution.
- To support the wider team to deliver against the key business indicators, as laid out in the business plan.
- To take ownership of the recruitment and training for the full-time and variable logistics team.
- To oversee all workplace transport and ensure that all legislative and client safety policies are adhered to.
- To ensure that all legislative and client policies are fully implemented and complied with within the logistics function.
- To be responsible for implementing legislative and annual maintenance requirements.

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

- Plan rosters to ensure logistics support for early starts and late finishes, to ensure all operational requirements are fulfilled and a logistics rep is on-site throughout setup and break-down daily.
- Leads the logistics team in all daily tasks and monitors the performance and development of logistics personnel including the training in Sodexo Live! Health and Safety practices.
- Comply with the Sodexo Food Safety and Health & Safety policies and processes.
- Ensure all Food Safety and Health & Safety policies and processes are adhered to among direct reports.
- Comply with the Stadium and Logistics compound site regulations.
- Develop strong working relationships with the Venue Partner and third parties and operate proactively to enhance client retention and customer satisfaction.
- Communicate regularly with the business to understand the requirements of each logistical operation and ensure that they are fully informed of any risks, issues or opportunities which may impinge on service delivery.
- Plan, direct, co-ordinate and implement a detailed logistics and transport plan which is carried out for each activity and ensures adherence to service level requirements.
- Liaise with the Venue Partner and their appointed partners, to gain access to necessary areas and follow any specific procedures to deliver the Sodexo operations.
- Execute the planned logistics for each Fulham Pier and Legacy venue to the requirements of the business manager and where appropriate the client, ensuring the SLA's and services are delivered within the agreed standards.
- Plan and monitor all driver/operator movements to ensure the legal and safety requirements are met in respect of driver hours, routing to venues, access to sites and the safe loading and unloading of vehicles.
- Assist with space planning and deliver professionally executed plans to the Venue Partner thus giving confidence that the business needs are met efficiently.
- Manage and liaise with other stakeholders, to ensure all orders are received in a timely manner and delivered to site as and when required. Manage the return of equipment to relevant suppliers.
- Support Head of Departments and line manager through regular monthly meetings.
- Manage the costs of logistics, transportation - wherever possible eliminating unnecessary costs, in line with the profit and loss forecast and budget for the venue.
- Maintain the standards and integrity of the service always offer and Service Level Agreement. Ensure the team 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.
- Implement, maintain, and communicate to employees, the Venue Partner and Sodexo standards and statutory regulations relating to safe systems of work, health and safety, food hygiene and Company Quality Management system to ensure compliance.
- Ensure that all statutory regulations, Venue Partner, and Sodexo policies concerning the employees are adhered to.
- Have a broad understanding of all Sodexo risk, reporting and governance processes; ensuring compliance with all company, Venue Partner and on-site policies and procedures/systems and statutory regulations and ensure that licences and qualifications are met and retained, and consequences managed appropriately.
- Ensure that Health and Safety is given number one priority including the delivery of all Safeguard administration in advance of and during logistical operations. Lead where appropriate and take part in management and staff briefings to deliver safety information to include Food Safety, Health and Safety, Fire Safety, First Aid and any statutory, client or venue specific safety requirements. Walk the floor, be seen and encourage a safe and compliant culture amongst all the Sodexo Team working on-site.

3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Ensure safe and secure movement of equipment and other items requiring using aided device (pallet truck, trolleys, forklift, and sack barrows)
- Always apply Safe Systems of Work
- Meet legal, company and client requirements regarding fire, safety, health, food hygiene, and the environment

4. 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.

- Ensure all furniture is transported, stored and maintained to the highest standards and with eh prevention of damage and breakages.
- Ensure the workplace transport policy is adhered to, updated regularly in accordance with companywide guidelines and health and safety regulations.
- Manage all catering assets owned by Sodexo or the Venue Partner and track these accurately to ensure optimal usage whilst executing preventative and reactive maintenance plans which are carried out in accordance with agreed guidelines.

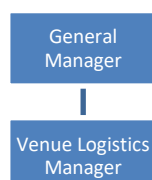
5. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

- Lead and manage a team of up to 10 workers
- Workplace transport guidelines
- Health & Safety legislation
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6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

- Excellent attention to detail and high level of compliance
- Excellent computer skills and proficient in all Microsoft packages
- Excellent communication skills both verbal and written
- Demonstrate leadership and vision in managing staff groups and larger projects or initiatives
- Excellent Interpersonal skills and open to direction and collaborative work style and committed to get the job done
- Commitment to high professional ethical standards and a diverse workplace
- Ability to challenge and debate issues of importance to the organisation
- Ability to look at situations from several points of view and think critically outside the box.
- Hands-on project management experience for catering projects working with inter-departmental teams; and practical knowledge of catering and F&B industry
- Ability to collaborate, motivate, and coach, and supervise others
- Passionate about food

7. Organization chart – Indicate schematically the position of the job within the organization. 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.



Levels

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Received:

Date:

Date:

Job holder

Immediate Manager