

Job Description:



Function:	Government & Agencies
Job:	Support Services
Position:	Front of House manager Retail
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	General Services Manager
Additional reporting line to:	
Position location:	[Enter site and department as applicable]

1. Purpose of the job

- To manage all services within the soft facilities management operational business area including catering and retail
- To support the General Services manager 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 supervise all aspects of performance of an assigned group of direct reports including front of house colleagues, food service assistance

2. Dimensions

- | | |
|-----------------|--|
| Characteristics | <ul style="list-style-type: none"> ▪ Customer feedback and satisfaction ▪ Maintain the highest levels of hygiene and food safety ▪ Maintain professional work standards at all times, working within the requirements of company health and safety procedures ▪ Front of house team working efficiently and effectively, ensuring your area of responsibility is appropriately staffed at all times ▪ High level of customer satisfaction, with all customer complaints responded to appropriately and in a timely manner |
|-----------------|--|

3. Organisation chart

General Services
Manager

Retail Manager

Retail Supervisor/
Food Service
Assistants

4. Context

- 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 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 adhere to cash policies and ensure the safekeeping on any cash handled
- 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 supervise the team fairly and drive engagement
- To be responsible for the handling and security of all stock, equipment and cash within the department
- To support your line manager to complete weekly KPI sheets
- To maintain up to date knowledge of chemicals and food safety to enable you to deliver unit training
- Provide cover in other areas to cover absence, including stepping up to cover line manager responsibilities
- Be responsible for the ordering and security of stock
- To assist with the development, delivery and promotion of events and attractions to increase use of dining facilities
- Ensure all food under your control are served and held at the required temperatures (probed and recorded)
- To provide catering support services including food preparation, cooking and presentation, serving customers, till operating, storage and disposal of food and monitoring practices to ensure that company and legislative requirements are met
- To carry out any other reasonable tasks and/or instructions as directed by management

6. Accountabilities

- Pass all internal and external audits

Leadership and people

- The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will support their line manager to drive employee engagement and team performance. This will include effective communication and the application of Sodexo HR policies and procedures as directed by their line manager

Risk, governance and compliance

- The role holder will ensure that these processes are fully applied, complied with and adhered to within their assigned operational business area. Where applicable cash and stock company procedural compliance is a requirement.

Financial management

- The role holder is required to contribute to the financial performance of their business area. This is achieved through effective control of all equipment and supplies as well as payroll.

Relationship management client and team

- The role holder is responsible developing and maintaining good business relationships with clients and customers. The role holder must seek to resolve any concerns or complaints raised and escalate to their line manager as appropriate.

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).

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.

Continuous development

- The role holder should look for improvements and efficiencies at every opportunity to increase sales and/or reduce costs. These should be reviewed with their line manager to establish feasibility and create a plan of action.

7. Person specification

Essential:

- Previous experience of working in Catering operational management role
- Proven experience of managing client relationships within a contract environment
- Proven experience managing a budget and profit and loss on an account
- 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 & safety and Health and Safety qualification equivalent to IOSH managing safely
- 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
- Knowledge/qualification in Health & Safety and Food Safety

9. Management Approval – To be completed by document owner			
Version		Date	
Document Owner			