

Job Description: Duty Manager



Function:	Duty Manager
Job:	Duty Manager
Position:	Duty Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Contract Director
Additional reporting line to:	Deputy Catering Manager and Executive Head Chef
Position location:	Woldingham School

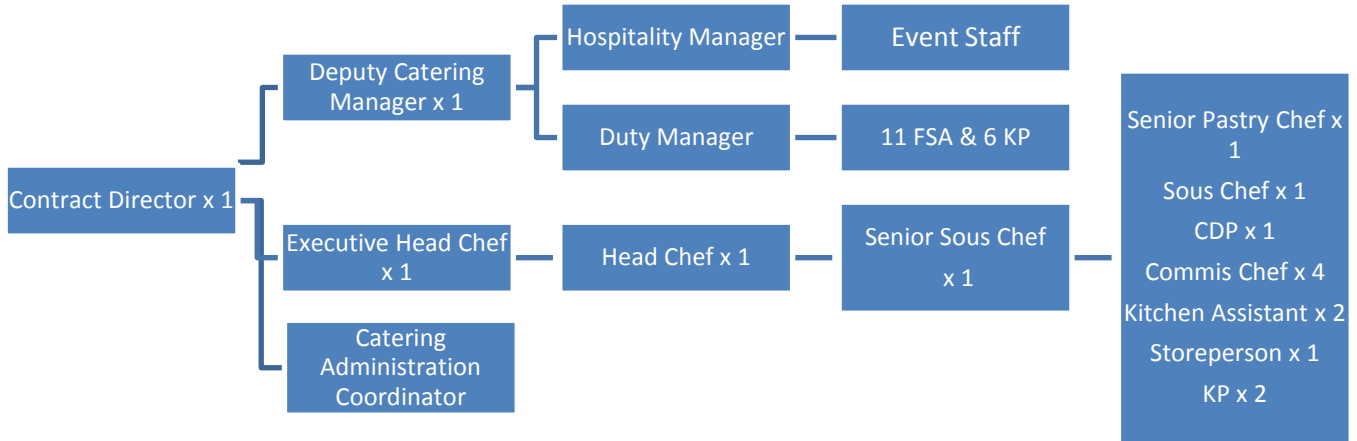
1. Purpose of the Job – State concisely the aim of the job.

- To be trained both on and off job to be able to carry out the full role of Duty Manager
- To assist the Contract Director, Deputy Manager and Executive Head Chef in the day to day running of the catering department and Hospitality
- To assist with the effective management for all staff reporting to the posts in house
- To assist with ensuring Health and Safety mandatory documents and all staff training is accomplished in the times required
- To assist with ensuring Food Safety mandatory documents and all staff training is accomplished in the times required
- Working closely with other departments within the School
- To attend termly patch meetings with other managers

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.

N/A TO THE ROLE				

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.

- Management of staff
- Acceptance by customer and client base as part of the management team
- Learning of Company Policies and Documents

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

- **Enthusiastic** – Displays a natural and sustained enthusiasm and energy
- **Self-Motivated** – Needs no encouragement to make things happen
- **Able to build and maintain relationships at all levels** – Is able to communicate within both client and Sodexo organisations
- **Committed to development** – Demonstrates recognition of others contributions
- **Competitive** – Shows a healthy desire to win
- **Positive** – Focusses on what CAN be done
- **Personal Appearance** – Recognizes importance that appearance has on the attitudes of others
- **Responsible** – Conscious of the consequences of action or inaction

- **Conscientious** – Demonstrates a commitment to get things done on or before agreed deadlines
- **Decisive** – Willing to make important decisions
- **Assertive and Influential** – Demonstrates a strong desire to lead situations and achieve goals
- **Analytical** – Shows an interest in and a aptitude for analysing situations and circumstances before taking action

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.

- Health and Safety Audits – All areas – Positive results on near miss/accident ratios
- Staff Induction/On the job training – FSA's and KP's – Positive, confident informed team with reduced turnover
- Focus on Five – Engaged team – Reduce turnover
- Service Excellence – Set and Manage Hospitality Standards – Retain positive feedback
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7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential

- Excellent communication and interpersonal skills and the ability to communicate with both customers and colleagues at all levels of seniority and liaise effectively with other internal departments.
- A good team player
- Flexible and diplomatic with a positive “can do” attitude
- Stamina and the ability to work under pressure, good at thinking and sorting out problems on the spot and the ability to stay calm under pressure
- Good business and commercial acumen
- Strong organisation and planning skills combined with a high level of initiative
- Highly motivated
- Attention to detail
- Commercial awareness
- Able to work on own initiative within a team environment
- Ability to manage in a diverse environment with a focus on client and customer services
- Strong leadership and motivating skills, including the ability to build strong relationships with customers and staff
- Financial, budgeting and stock-taking knowledge. Knowledge of food, food hygiene (HACCP) and food preparation
- Confidentiality and discretion and an awareness of the Data Protection Act (GDPR)

Desirable

- Working knowledge of the relevant Health and Safety regulations
- Previous experience in the catering and/or multi-function environment

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

<input type="checkbox"/> Growth, Client & Customer Satisfaction / Quality of Services provided	<input type="checkbox"/> Leadership & People Management
<input type="checkbox"/> Brand Notoriety	<input type="checkbox"/> Innovation and Change
<input type="checkbox"/> Commercial Awareness	
<input type="checkbox"/> Employee Engagement	
<input type="checkbox"/> Learning & Development	

9. Management Approval – To be completed by document owner

Version	1	Date	09/10/2019
Document Owner			