

Job Description: Catering Manager



Function:	Independent Schools - Operations
Job:	Catering Manager
Position:	Catering Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	C Stevenson
Additional reporting line to:	GSM
Position location:	Wellington College

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

- To deliver outstanding, healthy and nutritious food to all stakeholders in a safe and responsible manner.
- Lead, engage and motivate team to meet and exceed expectations in all aspects of food service
- Deliver exceptional customer service to build valuable long term relationships with colleagues, customers and clients.
- Ownership and responsibility for all aspects of food service delivery
- Communicates to build relationships and interacts appropriately with others
- Seeks to raise standards and improve quality of performance and service
- Works effectively and professionally with others to achieve the desired results
- Allergen Management

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 FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

Characteristics ▪ Add point

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.

Contract Director
General Services Manager
Deputy General Services Manager

Catering Operations Manager

Catering Manager

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.

- **Delivery** of exemplary food and beverage service at Wellington College. The aspiration is to be one of the UK's best independent schools
- **Creativity** – there is a desire to see constant change and freshness. Innovation is key to success.
- **Managing the team** requires the very best people skills – clear direction, effective communication and high staff engagement strategies
- **Ability to work in a fast-moving complex operation** – high volume student catering delivered on a daily basis
- **Allergen Management**

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

Catering Operations

- Continually monitor all food standards, to ensure that they are to the required client and Sodexo expectation.
- To monitor the serving and storage of foods, keeping records as required and taking appropriate action where necessary to ensure that we comply with HACCP procedures
- To actively manage the team to ensure that all preparation is completed in good time for every service
- Monitor all food hygiene and health and safety standards, to ensure they are maintained to the required client and Sodexo expectation as outlined by Safeguard.
- To ensure that all food is served with due care and attention and to be accountable for all customer dietary requirements: for example, nut, dairy or wheat allergies.
- Ensure pre-service briefings are conducted and all service items are included
- To pre-empt any unforeseen problems and have the foresight to implement a solution before it becomes an issue
- Implement the hygienic cleaning of the service and dining areas to comply with H&S regulations
- Implement and periodically review cleaning schedules to meet agreed standards
- Responsibility for all opening, close down and security procedures within the department.
- Reporting maintenance issues, completing collegiate ensuring the department fabric and equipment is kept in a safe cleanable and fully functional condition
- To report any incident, accident, fire, theft loss or damage and take action as may be appropriate
- To attend meetings and courses as required

PEOPLE

- Supervise and train staff on all aspects of Health and Safety/Food Safety relevant your work area to include Safe Systems of Work and Observed Competency Checks.
- Measure the performance of your people by giving feedback and reviewing and completing the PDR process
- Communicate regularly – Team Huddles, Safety Focus Moments etc
- Promote a friendly safe working relationship with colleagues
- Develop your people and ensure succession planning
- To role model managerial behaviours and to hold oneself and others accountable

Business Improvement

- Always seek out new and innovative ways of doing things
- Be proactive in overcoming barriers to success.
- Provide feedback on how we can improve our performance and embrace change
- To undertake occasional duties outside the normal routine but within the scope of the position and the departments activities

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.

- To deliver a consistent level of service, within the Company's high standards, to the contract specification and agreed performance
- Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.

- Read and familiarize yourself with Sodexo Policies relevant to your role and that of the department
- Allergen Management

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

- Strong level of literacy and numeracy
- Highly effective communication and interpersonal skills
- Clear and effective leadership style
- Ability to analyse problems analytically, develop opportunities and implement innovative solutions and approaches
- Strong ability to increase individual effectiveness through leadership, motivation, communication, coaching and training
- Excellent time management and organisational skills
- Computer literate
- Able to demonstrate positive attitude to self-development; willingness to learn in role and identify own training needs as appropriate
- High level of self-motivation
- Strong ability to build professional partnerships and communicate at all levels, particularly at senior levels
- Ability to set high standards, achievable through striving for continuous improvement
- Ability to act on own initiative and also to work effectively as part of a team
- Flexible approach to role
- A flexible approach to working hours and promote a positive mental outlook to all aspects of work
- Basic Food Hygiene and Health and Safety Certificates

Desirable

- Contract catering experience
- Relevant qualification in functional specialities (i.e. catering, facilities management)
- Experience of managing a large team
- Able to successfully implement changes
- Knowledge of Safer Recruitment and working in Educational establishments
- Hold a personal driving license
- Food and Beverage enthusiast
- Knowledge of current changing market trends

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

- **Client centric** – Always have the client (and their customers) at the centre of everything we do
- **Passionate about Service** – Our service is our reputation so the quality of service needs to be the highest possible – there are no limits and we can always improve next time
- **Rigorous Management of results** – Focus on outcomes which might be financial, service drive, positive customer feedback and relationship building.
- **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
- **Inspired Leadership** – The team are engaged and want to follow your lead
- **Strong but Flexible** - Always prepared to listen and consider the views of others
- **People Management** – Our success will come through our people. We must inspire, nurture and encourage the whole team to perform to their maximum potential. We are not scared to deal with challenges through effective performance management
- **Committed to Development** - Demonstrates recognition of others' contribution
- **Positive** - Focuses on what CAN be done
- **Personal Behaviour** - Recognises importance that our behavior has on the attitudes and actions of others and is a role model
- **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 and implement difficult decisions
- **Assertive and Influential** - Demonstrates a strong desire to lead situations and achieve goals
- **Analytical** - Shows an interest in and an aptitude for analysing situations and circumstances before taking action

9. Management Approval – To be completed by document owner

Version		Date	21/04/2021
Document Owner	Karen Davis / Carlyne Stevenson		