**Defence**

JoB description

|  |  |  |  |
| --- | --- | --- | --- |
| Position Title | Catering Manager | Department | Operational |
| Generic Job Title | Catering Manager | Segment | Defence |
| Team Band | A | Location | Bulford Kiwi & Picton |
| Reports to | Services Manager | Office / Unit name | Kiwi JRDC Diner GB344260 |

## ORGANISATION StRUCTURE

Services Manager

Catering Manager

Head of Talent

Second Chef

Second Chef

#### Job Purpose

* To plan, organise and coordinate daily catering activities
* To be able to operate the Sodexo recipe on line menu and ordering system.
* To be able to operate a successful Pay as You Dine operation with a full understanding of profit and loss.
* To prepare, cook and serve food to the highest quality as per company policies.
* To plan functions including menus and costing in conjunction with the Services Manager
* To input and plan menus utilising a central menu bank ensuring maintenance, ordering and control of food stocks within budget
* Continually monitor all food and hygiene standards and practices ensuring they are maintained at the highest level

#### Accountabilities or “what you have to do”

* **Leadership and people**

You will role model the company values and ensure they are reinforced at every opportunity. You will provide leadership and clear direction on all aspects of your business area, operational and people, ensuring your own team, deliver on business objectives. You will support in the delivery of the people plan and on the back of this, developing future capability of your front line teams. You will lead by example and champion effective communication. You are responsible for the development of your employees and will manage the performance of your team in line with Sodexo HR policy and procedures.

* **Risk, governance and compliance**
* You are accountable for full compliance and understanding of all company risk, reporting and governance processes. You will ensure that these are fully applied, complied with and adhered to within own business. You are accountable for cash and stock within your business area and as such are responsible for self and business area adherence to all cash and stock company procedural compliance. You are guardian to Sodexo cash and stock and are therefore responsible for any discrepancies incurred intentional or otherwise.
* **Financial management**

You are responsible and accountable for the financial delivery and performance of your business area in line with weekly, monthly and annual budgets. You are responsible for ensuring all financial targets are achieved within the framework of absolute financial control. You are responsible for contributing to the monthly financial review process against KPI’s and ensure follow up on all improvement plans to support delivery of budget at local level.

* **Relationship management client and team**

You are responsible for managing local client and customer relationships and developing and maintaining strong business relationships. You must seek to understand the client’s business environment and drivers, developing and maintaining strong relationships and establishing a network of client contacts. You will manage clients proactively and professionally ensuring Sodexo delivers service in line with the client’s business objectives. You will understand the importance the client places on partnering principles and endeavour to establish a dynamic and positive culture for co-operative business relationships and improvements to service.

* **Operational management**

You are responsible for overseeing the operations of your business area and managing its compliance with legal, regulatory and company requirements including the quality management system (QMS). You will effectively manage continuous improvements, taking corrective action where necessary and informing line manager of performance issues. You will ensure robust health and safety procedures are implemented, reviewed and reported on a regular basis.

* **Service excellence**
* You are responsible for driving all aspects of service excellence across your business area including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and service standards. You must ensure that you and your team work to recognised and expected standards ensuring the offer is meeting the customer’s needs through full and correct use of company tools. In partnership with subject matters experts you will champion and embed service excellence initiatives across your business area and ensure that all services are aligned to the defence client and customer needs and deliverable within budget.

**Key Performance Indicators (KPIs)** **or “What it will look like when you are doing the job well”**

* Contribution to gross profit and improvements to budget performance as determined by segment business objectives
* Revenue growth and delivery of year on year performance in your business area
* The improvement and monitoring in health & safety; environment; risk; client satisfaction; and quality
* Operational excellence in labour management and performance
* Employee engagement and IIP
* Well developed internal and external network

#### Dimensions

|  |  |
| --- | --- |
| ***Financial*** |  |
| ***Other*** |  |

#### Skills, Knowledge and Experience

Essential

* Must have one of the following qualifications or equivalent:- BSC (Catering), MHCIM, HND, City and Guilds 706/1 and 2, NVQ level 2 and 3 and possess an intermediate level food safety certificate
* Good numerical and communication skills, must be able to demonstrate effective verbal and written communication
* Management knowledge of health & safety and food safety
* Able to work on own initiative within a team environment
* Demonstrate experience of working in a similar role within the service industry at a comparable level in a company
* Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
* Able to demonstrate attention to detail and adherence to standards

Desirable

* IOSH and CIEH qualifications or equivalent
* Proven experience of managing client relationships
* Proven track record of leading, managing and developing a team
* Experience of working in a military environment

#### Contextual or other information

* Travel and overnight stay may be required to undertake training and other business requirements
* May be required to work unsociable hours in line with business requirements
* Flexibility on work schedule will be required at times

|  |  |  |  |
| --- | --- | --- | --- |
| Version |  | Date | 26/06/13 |
| Document owner | PP | | |