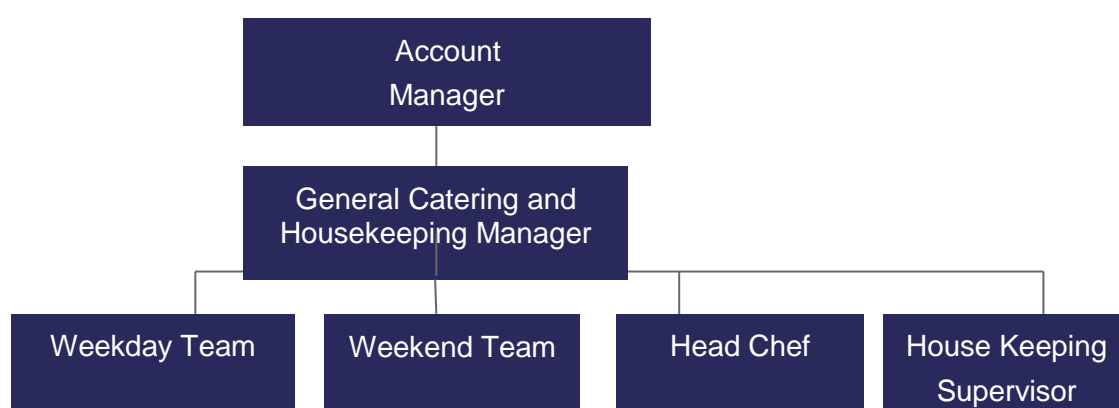


JOB DESCRIPTION

| | | | |
|-------------------|---|--------------------|-----------------------|
| Position Title | General Catering and Housekeeping Manager | Department | Operations |
| Generic Job Title | General Catering and Housekeeping manager | Segment | Independent Education |
| Team Band | A | Location | The Hammond School |
| Reports to | Account Manager | Office / Unit name | |

ORGANISATION STRUCTURE



Job Purpose

- Effectively manage the Sodexo team to ensure that exemplary services are provided at the school.
- Manage resources and promote an ethos of team work and to instil a culture of continuous improvement, proposing new ideas and solutions.
- To be responsible for the service at the school leading a management team to ensure delivering against specification, budget and client expectations.
- Act as the primary representative of Sodexo within the contract by the effective management of catering and housekeeping teams to ensure the delivery of both qualitative and quantitative results
- Foster long term profitable relationships with the schools to maintain existing business and identify new business opportunities by delivering operational excellence
- Provide direction and expertise to the operating teams by promoting Sodexo strategies and best business practices in order to uphold the Company mission and values
- Motivate and lead a high performing team to achieve their objectives
- Manage all aspects of service planning and execution for, functions and lets

Accountabilities

- Coordinate and direct with enthusiasm and energy all activities within the school covering catering and housekeeping over a 7 day a week operation, providing breakfast, lunch and dinner and events
- Manage and control the services to the agreed specification and to the agreed performance, qualitative and financial targets
- Manage the team to increase the Client and Sodexo's revenue opportunities i.e., commercial opportunities, labour efficiency and sales
- Supply Chain Management – ensure value for money is achieved through robust management of suppliers and measurement of performance
- Nurture client relationships in order to develop them for long term partnerships
- Recruit, induct and develop talented employees within the business portfolio and to manage poor performance in line with Safer Recruitment Policy and Procedure
- Identify opportunities for organic growth and new business
- Management of Capital Projects working with the school's Financial Director
- Management of Health, Safety and Environmental Legislation relating to Sodexo's areas of responsibility ensuring the statutory requirements are met and all records maintained up to date
- Responsible for driving Continuous Improvement through the contract
- Risk management – minimise risk and maintain profitability in line with all company policies
- Strategic and technical support – professional advice to customers, peers and team

Operations

Catering Tasks

- Continually monitor all food standards, to ensure that they are to the required client and Sodexo expectation.
- Monitor all hygiene standards, to ensure they are maintained to the required client and Sodexo expectation as outlined by Safeguard.
- To ensure that all food is prepared with due care and attention, particularly in regard to customers' special dietary requirements: for example, nut, dairy or wheat allergies.
- To ensure that regular and effective promotions and special days occur twice termly.
- To work with the Account Manager in the preparation of the annual Catering Budget.
- Monitor financial performance (e.g. supply chain, sales, labour, expenses, internal issues) to ensure that the pre-set budget figures are maintained and, when variances do occur, to provide written explanation of these costs, and to implement action plans for correction.
- Ensure all special functions are completed to the required standard of food and service and are also undertaken within pre-budgeted costs.
- Undertake development plans for both heavy and light equipment to ensure pre-planned phased purchasing.
- To ensure a healthy balanced diet is offered daily and co ordinate with the School to report any abnormal habits from students.

Housekeeping Tasks

- To oversee the housekeeping services to the agreed cleaning specification and to the standards required.
- To liaise with the Housekeeping supervisor regarding all equipment, ensuring that it is cleaned regularly and in good working order.
- To liaise with the Housekeeping supervisor regarding the observance of safe working methods and routines, guarding against and if necessary reporting any possible dangers, in the interest of staff, clients, pupils and visitors in line with the Health & Safety at Work Act 1974.
- To liaise with the Housekeeping supervisor in ensuring that all staff are fully trained on all equipment and cleaning procedures in line with company and legislative requirements.

- Provide recommendations for holiday cleans and target key areas for spot cleaning including carpet cleaning and specialist floor cleaning.

People

- Select, recruit and induct the right team.
- Develop your people and ensure succession planning.
- Measure the performance of your people by giving feedback and reviewing and completing the EPA process
- Communicate regularly – monthly face to face team briefing. Adopt the 'focus on five' principles.

Client

- Ensure you're Managers and supervisors deliver your operation to the service standards agreed in the contract with the client.
- Attend meetings and produce monthly and termly formal review reports for the client.
- Implement Clients for Life processes in your unit.

Finance

- Complete the unit budgets and forecasts.
- Protect the company's profit by delivering your Sodexo budget each month.
- Generate the billing back up and maintain high quality records in line with the consultants templates.
- Ensure cash, stock, debt and assets are properly controlled.

Business Improvement

- Be proactive in overcoming barriers to success.
- Provide feedback on how we can improve our performance.
Networking – keep appraised of best practise within the industry by maintaining contact with professional bodies in other market sectors.

Key Performance Indicators (KPIs)

- P&L reports- operate to budget
- Labour productivity management –operate to budget
- Client satisfaction – positive feedback from client loyalty survey
- Client Retention- retention of contract
- Business Plan actions
- Business Growth & Development – in line with client requirements
- Unit Fresh Food from Scratch audit scores – to be a green score
- People Management HR Audits- to be a green score
- Health & Safety Compliance- Safeguard Audit score must be Green

Skills, Knowledge and Experience

Essential Criteria

- Education experience
- Strong level of literacy and numeracy including use of excel sheets
- Experienced business manager who has operated in a multi-disciplined environment to include catering and cleaning.
- Experience of managing an overall budget with diverse functional components (i.e. catering, cleaning, etc.)

- Highly effective communication and interpersonal skills
- Clear and effective leadership style, with energy and enthusiasm
- Team player
- Ability to analyse problems analytically, develop opportunities and implement innovative solutions/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 client levels
- Ability to set high standards, achievable through striving for continuous improvement
- Ability to act on own initiative
- Ability to work effectively as part of a team
- Flexible approach to role

Desirable Criteria

- Independent School experience
- Relevant higher level 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 Schools
- Hold a personal licence

Personal Attributes Profile

- **Enthusiastic** - Displays a natural and sustained enthusiasm and energy
- **Flexibility** – To manage a 7 day operation providing breakfast, lunch and dinner
- **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
- **Strong but Flexible** - Always prepared to listen and consider the views of others
- **Committed to Development** - Demonstrates recognition of others contribution
- **Competitive** - Shows a healthy desire to win
- **Positive** - Focuses on what CAN be done
- **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 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

Sodexo is committed to safeguarding and promoting the welfare of children and young persons within the environments in which it provides services, and applicants, employees and casual workers must be willing to undergo child protection screening applicable to the post, including checks with past employers, overseas where required, and the Disclosure and Barring Service.

It is the staff member's responsibility to promote and safeguard the welfare of children and young persons for whom they are responsible, or with whom they come into contact. They will adhere to and ensure compliance with Sodexo's Child Protection (Safeguarding) Policy at all times.

If in the course of carrying out the duties or the role, the employee or casual worker becomes aware of any actual or potential risk to the safety or welfare of children or young persons in the establishment within which they are working, they must report these concerns to their line manager, Account Manager, HR Department or Designated Officer immediately

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|------------|--|--|--|
| Name: | | | |
| Signature: | | | |