

Job Description:

Catering Manager

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| Function: | Operational Post |
| Position:  | Shift Head Chef |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager: | Catering Manager |
| Additional reporting line to:  | N/A |
| Position location:  | DPD  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To ensure the efficient and effective delivery of designated services to the client organisation against the agreed service level, for both qualitative and financial targets within the best interests of Sodexo.
* To produce good quality food at all times this will drive sales and produce the best gross margin from these sales.
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| 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 FY18 | 1.2million | EBIT growth: | 2% | Growth type: | Turnover |  |  |  |  |
| EBIT margin: | 6% |

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| 3. Organisation chart – Indicate schematically the position of the job within the organization. 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. |
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| **4. Context and main Focus** – 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. |
| * Ensure we provide a great quality Service to our Customers at DPD at all time, especially good quality food
* Ensure all Food Safety & Health & Safety is compliant with Legal Legislation and we score Green on our Safeguard audit
* Maintaining a happy motivated staff
* To provide strong leadership to the team to enable to move the business forward constantly
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Accountabilities** or “What you have to do”* To ensure that all food services are produced to the agreed client & Company standard through the catering team and in all areas of your responsibility.
* To actively enforce relevant statutory, company and site H&S and FS compliance together with the monitoring of related equipment
* To motivate and lead catering employees to perform their roles to a high standard and in alignment to Sodexo policies and procedures
* To actively seek and identify opportunities for business growth within the contract and external market
* To drive the margin through adhering to the recipes on ROL
* To drive sales through keeping the food offer fresh & up to date
* Ensure the “service” at point of delivery in all of your business is exceeding the standards required and the customer is receiving the best quality service at all times of the day and that the contract is meeting the client objectives in relation to finance and operational KPI’s
* Understand the services that Sodexo offers and the end-to-end process of Sodexo’s operating systems/procedures involved in delivering the services to our client.
* To complete to take stock to ensure accuracy on GP/stock holding is achieved every week.

Other duties* Look for and implement opportunities to drive Sodexo revenue and labour productivity in your units.
* Coach your team on areas that need improvement, including personal development.
* Plan and check that marketing initiatives are implemented.
* “Walk the floor” during service periods to ensure that excellent levels of service are being delivered to the customers.
* Comply with all Company & Client policies, site rules and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place and training of staff.
* Ensure that all equipment used, is in safe working order, checked regularly and serviced. Report any faults to management/client, ensure they are rectified and ensure equipment is not used until safe.
* Ensure that all equipment, monies and the overall establishment, is safe and secure at all times.
* Ensure the standards across the site are in accordance with the Service Level Agreements and Key Performance Indicators specified in the service contract
* Ensure the prompt provision and efficient service of all meals and catering requirements at the specified time to the standards laid down in the KPI's.
* To take adequate steps to ensure the security of Company and Client property and monies under your control.
* Compile and agree an annual business plan with your line manager, and to be responsible for achieving all actions
* Initiate a process of continuous improvement by undertaking company promotions and extraordinary merchandising initiatives to ensure the profitable growth of the contract.
* Attend to and take all necessary action, statutory or otherwise, in the event of incidents or accident, fire, theft, loss, damage, unfit food, or other irregularities and take such action as may be appropriate.
* Ensure staff are working safely in the work place and address any issues as necessary to ensure the safety of all staff, customers and clients
* To Deliver to the team you are responsible for any team huddles and cascade information
* Comply with all Sodexo Company policies/procedures and client site rules and regulations.
* Complete company documentation and Administration as and when required.
* Act when there are failures in compliance or initiatives and investigate the reasons behind these and address to build and develop performance
* To help out at the other DPD sites when required to help bring consistency across the group.

People * Develop your people and ensure succession planning.
* Set targets & objectives with your Managers on a regular basis and review these in line with the Performance Development Review process
* Coach & mentor your team
* Communicate regularly – monthly face to face team briefing.
* Annual employee reviews to be completed.
* Training needs to be recognized and planned for.
* Develop and drive high performance through the teams by promoting good morale and make the site a good place to work.
* To be able to cover staff where required and be” hands on”
* Nominate those that go over and above an ‘On the Spot’ award

 Finance * Ensure that all company initiatives, retail, marketing, service offers are implemented to the highest standard wherever possible within your business.
* Develop an annual business plan in conjunction with the GSM for the catering department.
* Ensure you participate in the weekly results, ask about the figures and look for way to improve the financial results
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| 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 bring Innovation to the contract with a goal to improving the catering Services at Hinckley and assist with Smethwick & Broadwell
* To Manage the teams to ensure we provide the best service possible to the client
* To ensure you are doing all you can to ensure Contact retention and good Financial Management
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Ability to work shifts so staff see Management on all services
* Must have a car and transport- Mileage expenses will be paid
* Experience and knowledge
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| Client & Customer Satisfaction | Leadership & People Management |
| Employee Engagement | Innovation and Change |
| Commercial Awareness |  |

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| 9. Management Approval – To be completed by document owner |
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| Version | 1 | Date | 14/10/2019 |
| Document Owner | Nicky Brown |

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Signature – Ian Jobson

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_