

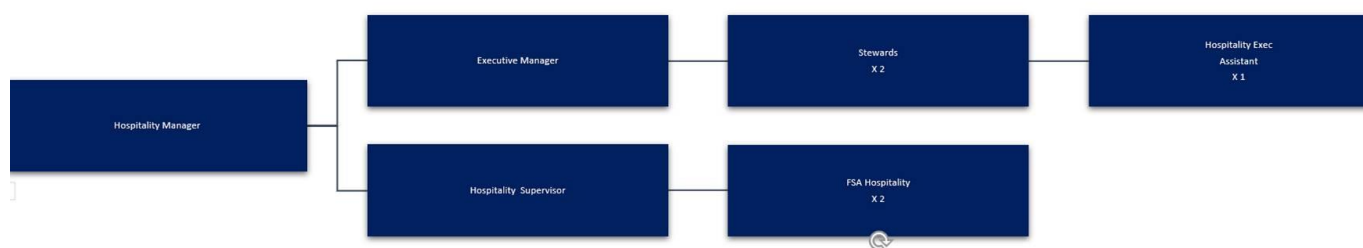
JOB DESCRIPTION

Function:	Energy and Resources
Position:	HOSPITALITY MANAGER
Job holder:	Vacant
Date (in job since):	
Immediate manager (N+1 Job title and name):	Catering Manager
Additional reporting line to:	N/A
Position location:	Shell Centre London Campus, London, Waterloo

1. Purpose of the Job

- Management of the Hospitality Department including day to day hospitality to office floors, Executive Suite, Business Centre and Events Services at Shell London Campus
- To manage the delivery of excellence in all areas of service especially within the Business Centres and Executive Floor
- Ensure all events are executed with the level of expertise that is expected
- To maintain standards, company policies and procedures
- To liaise with all HODs to ensure effective cross campus communication
- Work closely with team to provide daily catering services to all service areas
- Shell Centre is the Global Hub and will hold the most important EC members. Hospitality service for this group is often bespoke, confidential and personal.

2. Organization chart



3. 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.

- Set up the Executive Floor standard's, offer and service package, drive 5-star service levels
- Build events and set standards within Shell London Campus Hospitality Department
- Drive one team ethos between all teams to achieve desired end goals
- Support the GSM & Catering Manager in the development of business strategy in line with current and emerging client needs
- Build long-term relationships with client and key stake holders
- To be proactive and drive innovation and continuous improvement of people, processes and service
- Managing multiple priorities concurrently
- Understand international etiquette and diplomacies. This is a highly confidential position which requires discretion.
- Executive Committee may require bespoke events and outside catering from time to time, potentially at their residence.
- Must be confident and be comfortable with delivering high end fine dining table service.

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

Growth, client and customer satisfaction

- Deliver a 5* service across department at all times, lead the team to ensure this and drive communication within and across whole campus, one team ethos
- Manage all events and relevant paper work, to record details for monthly reporting
- To regularly monitor customer feedback and ensure all issues are dealt with satisfactorily and shared with GSM & catering manager
- To be customer focused at all times, approachable and quick to exceed expectations in fulfilling customer needs, engage with key stake holders
- Develop strong working relationships with on-site client team and key stakeholders within Shell
- To take responsibility towards your own development with the guidance of the GSM and to attend training courses as identified
- To show commitment to company values in all aspects of your role
- Role model the focus on five behaviours to improve engagement, enhance performance and retain Investors in People accreditation
- Build personal effectiveness in all situations

Rigorous management of results

- To implement, maintain and communicate to employees the contract and Sodexo standards and statutory regulations relating to safe systems of work, health and safety, food hygiene and Company Quality Management system in order to ensure compliance is adhered to at all times
- To act as a role model to team and to assess employee performance and recognise training needs and potential as appropriate
- To ensure annual training plan is carried out in line with the Company and contract training policy to meet the needs and requirements of the individual, Sodexo and the client
- To ensuring that all employees are knowledgeable and motivated about their roles and the business through effective induction, accurate job descriptions and on the job training
- To carry out disciplinary procedures following Company guidelines and standards when necessary
- To be aware of any staff absences/holidays and ensure there is appropriate cover
- Compile monthly reports on time and with the relevant information on department success, team issue and future drives
- To understand the budget and how to manage your areas, ensure payments for events is paid and tracked
- To ensure health and safety is given number one priority by delivering all Safeguard administration in advance of and during operations
- Have a broad understanding of all Sodexo risk, reporting and governance processes; ensuring compliance with all Sodexo, client and on-site policies and procedures/systems and statutory regulations and ensure that licences and qualifications are met and retained, and consequences managed appropriately

- Ensure compliance with nominated suppliers in line with Sodexo policy (to gain best value market prices), labour management and forecasting performance against budget, audit controls etc
- To attend health and safety, food safety and environmental management training courses as required
- To attend Company meetings as required
- To show commitment to Company values in all aspects of your role

Innovation and Change

- Continuous professional development in industry/specialism
- Continuously seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards.

Brand Notoriety

- Promote Sodexo as the preferred employer, internally and externally, adhering to the Sodexo recruitment policies and raise the profile of Sodexo in local communities, building relationships with key stakeholders
- Promote the health and well-being of employees
- Live the Sodexo values and promote brand standards as an ambassador.
- Drive all aspects of service excellence across the business area including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards.

Planning and Organising

- Plan and prioritise workload and tasks effectively for self and others to minimise reactivity, maintain a work life balance and ensure the right number and calibre of personnel are allocated to logistics tasks

5. Accountabilities – Give the key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Evaluate ideas for additional scope of work and additional services and recommend to the client as appropriate.
- Ensure all events are managed according to customer expectations
- Deliver and promote Continuous Improvement and best practice
- Work with catering team to ensure foodservice is to the required standard and Concierge team support in the delivery/service and standards
- Ensure concierge team in the Business Centres floors work effectively with catering team to provide a 5* service
- Managing vendor compliance in line with Sodexo's procedures
- Ensure all areas are fit for use by the Shell personnel and react accordingly, report and manage faults
- To be responsible for all day to day aspects relating to the management and maintenance of the departmental equipment within the contract specification to the agreed performance, qualitative and financial targets
- To provide a service to the agreed standards in accordance with the Service Level Agreements and Key Performance Indicators specified in the service contract
- To be responsible for scheduling of work within the specified details of the contract
- Build a team of motivated and engaged employees who strive to give their best for Sodexo at every opportunity
- Actively support and promote the "One Team" ethos of working and supporting between departments.
- Any other duty as asked by a Sodexo manager

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

Essential

- Must have finesse and be detail focussed.
- Language skills advantageous ie: Dutch & French (a bonus but not essential).
- Knowledge and understanding of Health & Safety and regulatory requirements applicable to the industry
- IOSH Managing Safely or equivalent
- Industry acumen and knowledge of event management, Good understanding of budget management and food service
- Confident in decision making and consulting with a diplomatic approach.
- Experience in supervising a team and problem solving
- Driven to excel in all areas of customer service
- Highly presentable in all personal aspects at all times.
- Experience of working in an environment where compliance to standards is key
- Knowledge of IT systems

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

■ Client Growth and Customer Satisfaction	■ Innovation and Change
■ Rigorous Management of Results	■ Brand Notoriety
■ Leadership and People Management	■ Planning and Organising
■ Analysis and Decision Making	■ Industry Acumen

8. Management Approval – to be completed by document owner

Version	1	Date	15.05.2019
Name	Tracey Condon		

9. Employee Approval – to be completed by employee

Version	1	Date	
Name			