**sports, leisure & travel**

Job description

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| Function: | Operations |
| Position:  | Food Director - GSKH |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | UK&I WREF Account Director |
| Additional reporting line to: | Global Account Director |
| Position location: | GSKH - Brentford |

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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To deliver a high quality food and coffee offer, that meets Sodexo’s and the client’s requirements
* To ensure a focus on driving sales by having a truly customer centric approach
* To maximise the profitability of the food P&L on the contract without compromising the quality
* To build, lead and develop a high performing team
* To set the standards and then monitor to ensure they are maintained and improved
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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 FY16: | £5m | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Add point:
 |

***Financial****: Astute P&L management is key. GSK House is the main driver, due to volume, of the overall P&L performance, so detailed management and ability to identify challenges and opportunities quickly and act on them is essential*

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| 3. Organisation chart  |
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| **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. |
| * Drive consistency of delivery across all outlets, ensuring the team take ownership of the standards defined
* Deliver the expected P&L by managing costs and driving top line growth
* Work closely with the central food team supporting the development and implementation of the new SMART Kitchen branding roll out and embed the new expected behaviours into the team
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Continually seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards and ensure that standards across the site are in accordance with the client and Sodexo expectations
* Ensure that the Unit has a business plan which is reviewed at least quarterly, showing key objectives, goals and measures that link to the overall business plan and strategy for the business.
* Ensure that all members of the team are briefed on their role in this delivery.
* Manage the team to ensure that both business objectives are met and standards are delivered competently and consistently and personal objectives through regular one to one meetings, EPA’s and business reviews, ensuring that targets are met and monitored. Develop a motivated, respectful, trusted and stable team by giving them clear direction, sharing information and employee involvement.
* Ensure that costs and expenditure are controlled in line with budget, utilising nominated suppliers and maximising labour productivity in line with the company’s labour productivity models, policies and procedures – ensuring that forecasts and actuals are entered and remedial action taken as appropriate.
* Develop long-term client relationships in line with the ‘clients for life philosophy’ to enhance the retention of current clients and customers, gain referrals for new business and attract new customers.
* Liaise with and support the client in the development and delivery of the catering strategy.
* Seek new ways to drive revenue for the business and maximise sales across all operational departments.
* Ensure the Unit complies with all Company & Client policies, site rules and statutory regulations.
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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. |
| * Deliver innovation into the business in line with the joint catering strategy
* Direct the team to deliver against their areas of responsibilities and take ownership for these responsibilities
* In conjunction with the wider team deliver on all aspects of the contract at GSKH
* With the team, manage expenditure to maximise profits
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Graduate calibre
* Extensive catering/hospitality experience in a blue chip corporate site
* Extensive retail experience
* Operational knowledge, skills and experience in a multi outlet facility
* Management of Profit and Loss Accounts and acting on their results
* Leadership of a team
* Experience of working in a client / contractor environment
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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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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
 |
| * Brand Notoriety
 | * Analysis & Decision making
 |
| * Commercial Awareness
 | * Industry Acumen
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| * Employee Engagement
 | * Planning & Organising
 |
| * Learning & Development
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