

Job Description: Hospitality Manager

Abingdon Schools

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| Function: | Operations |
| Job:  | Hospitality Manager |
| Position:  | Hospitality Manager |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): |  |
| Additional reporting line to: |  |
| Position location: | Abingdon Schools |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
|  * To deliver a front to back first-class hospitality experience to all Abingdon School stakeholders, both internal and external to the clients satisfaction and maintaining the cleanliness and hygiene of the school to the required standard in the Service Level Agreement.
* Taking full accountability of the hospitality department, including the people and operations within it.
* Ensuring all our customers have a first class experience, with prompt and efficient service; ensuring expectations are consistently exceeded.
* To be very service focussed and driven with demonstrable impeccable standards.
* To plan for success by concentrating on attention to detail of both standards and service
* Effectively manage the Hospitality team to ensure that exemplary hospitality services are provided at the school.
* Manage resources and promote an ethos of team work and to instil a culture of innovation and continuous improvement.
* Foster long term profitable relationships with the school 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
* To continually asses and monitor team performance, whilst recognising the need for training, and potential for development.
* Manage all aspects of service planning and execution of Fine Dining, Casual Dining, Sports Teas and House deliveries for both Abingdon School and external customer groups.
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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: |  | EBIT growth: |  | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | Indies |
| EBIT margin: |  |
| Net income growth: |  | Outsourcing growth rate: | n/a | HR in Region  | HRBP |
| Cash conversion: |  |
| Characteristics  | * Managing Hospitality Team – currently 1 Hospitality Assistants and 3 casuals
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Draft. Version: 27-03-2014

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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. 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. |
| General Services Manager Executive Head ChefDeputy GSMHospitality ManagerHospitality SupervisorSenior Sous ChefHead of Ta |

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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. |
| * To deliver a **high quality Hospitality food and beverage service** at Abingdon School. The aspiration is to be one of the UK’s best independent schools
* **Creativity** – there is a desire to see constant change and freshness. Innovation is key to realising the headmaster’s brief of bringing Joy and Creativity to student life through catering
* **Managing the team** requires the very best people skills – clear direction, effective communication and high staff engagement strategies
* **Ability to work in a fast-moving complex operation** – high volume student catering, retail operation and numerous events delivered on a regular basis
* **Planning and organising** for excellent outcomes – quality, resources, operational ease, financially sound
* Foster **productive client relationships** which show the value of the Sodexo team
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Hospitality Operations*** Liaise with both Abingdon School and External Abingdon School Sports and Leisure Team to clearly understand the respective needs of both departments.
* Manage the quality of information populated on the event booking system as the basis for all planning, internal communication and seamless delivery of events.
* Close and effective communication with the Executive Head Chef to deliver innovative menus, accurate costings and detailed service plans.
* Lead, develop and inspire the hospitality service team to deliver the expected exceptional hospitality service.
* Develop a business strategy in line with current and emerging client needs, continually seeking ways to enhance quality and efficiency.
* Foster long term profitable relationships with the clients and increase new business opportunities.
* Provide direction and expertise to the operating area by promoting Abingdon School and Sodexo’s strategies and best practice in order to uphold both company missions and values.
* Actively manage all food hygiene and health and safety standards, to ensure they are maintained to the required client and Sodexo expectations as outlined by Safegard on SodexoNet
* Be the guardian of the hospitality service offer (menus, beverages) working with the marketing Team at Abingdon School ensuring an electronic brochure is kept up-to-date and accurately costed by the Executive Chef.

**People*** Select, recruit and induct the right team.
* Develop your people and ensure succession planning.
* Measure the performance of your team by giving feedback, reviewing and completing the Performance Appraisal Development Review process
* Keep open channels of communication with all stakeholders
* Lead by example by role modelling the Sodexo Managerial Behaviours
* Engage the team by adopting the ‘focus on five’ principles.

**Client*** Ensure the Hospitality Team deliver the operation to the service standards agreed in the contract with the client and to the specification on the function sheet
* Attend client meetings where necessary to plan, develop and review the business
* Identify key sales and marketing functions to develop the long-term College business
* Identify events involving parents and governors and recognise the importance of these key customer groups.

**Finance*** Manage all costs, and operate within a specified budget – make sound business decisions to control costs and/or develop revenues for the school
* Ensure all services and costs are clearly detailed on the function sheet and any amendments or last-minute requests are captured and the cost controller is made aware
* Ensure cash, stock, debt and assets are correctly controlled

**Business Improvement*** Always seek out new and innovative ways of the hospitality operation
* Be proactive in overcoming barriers to success
* Provide feedback on how we can improve our performance.
* Networking – keep appraised of best practice within the industry by maintaining contact with professional bodies in other market sectors.
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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 Coordinate and direct all hospitality activities within Abingdon School
* Manage and control the services to the agreed specification and to the agreed performance, qualitative and financial targets
* Nurture client relationships in order to develop long term partnerships
* Recruit, induct and develop talented employees within the business portfolio and manage poor performance in line with Safer Recruitment Policy and Procedure.
* Identify opportunities for organic growth and new business.
* 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 the continuous improvement through the contract.
* Risk management – minimise risk and maintain profitability in line with all company policies.
* To deliver a consistent level of service, within the Company's high standards, to the contract specification and agreed performance, qualitative and financial targets.
* Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Essential Criteria* Education and/or hotel/event experience
* Strong level of literacy and numeracy
* Experienced Hospitality Manager who has operated in a similar large scale environment
* Experience of managing an overall budget with diverse functional components (i.e. catering, retail, and hospitality.)
* Highly effective communication and interpersonal skills
* Clear and effective leadership style
* Ability to analyse problems analytically, develop opportunities and implement innovative solutions and approaches
* Strong ability to increase individual effectiveness through leadership, motivation, communication, coaching and training
* Excellent time management and organisational skills
* PC and software literate
* Able to demonstrate positive attitude to self-development; willingness to learn in role and identify own training needs as appropriate
* Displays a constant and sustained level of enthusiasm and 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 and also to work effectively as part of a team
* Flexible approach to role
* Hold a personal driving license

Desirable Criteria* Contract catering experience
* Relevant higher level qualification in functional specialities (i.e. catering, facilities management)
* Experience of managing a large team
* Knowledge of Safer Recruitment and working in Educational establishments
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| * **Client centric** – Always have the client (and their customers) at the center of everything we do
* **Passionate about Service** – Our service is our reputation so the quality of service needs to be the highest possible – there are no limits and we can always improve next time
* **Rigorous Management of results** – Focus on outcomes which might be financial, service drive, positive customer feedback, relationship building, partnership enhancement and contract longevity
* **Enthusiastic** - Displays a natural and sustained enthusiasm and energy
* **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
* **Inspired Leadership** – The team are excited by you and want to follow your lead
* **Strong but Flexible** - Always prepared to listen and consider the views of others
* **People Management** – Our success will come through our people. We must inspire, nurture and encourage the whole team to perform to their maximum potential. We are not scared to deal with challenges through effective performance management
* **Committed to Development** - Demonstrates recognition of others’ contribution
* **Competitive** - Shows a healthy desire to win
* **Positive** - Focuses on what CAN be done
* **Personal Behaviour** - Recognises importance that our behavior has on the attitudes and actions of others
* **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 difficult 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
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| 9. Management Approval – To be completed by document owner |
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| Version | WCGSM2017v1 | Date | 08 October 2018 |
| Document Owner | John Marvelley |

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