

Job Description:
Catering Manager

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| Function: | Catering Services  |
| Job:  | Catering Manager  |
| Position:  | **Catering Manager**  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager  | General Services Manager  |
| Additional reporting line to: | Account Manager  |
| Position location: | Devro Scotland Ltd  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| To produce all catering services at the required times to the company’s standards, within the agreed specification and to the agreed performance, qualitative and financial targets. To assist with completion all administration relating to service |
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Draft. Version: 27-03-2014

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| 3. Organization chart  |
| Account Manager General Services Manager Catering Manager Head Chef FSA Catering Supervisor  |

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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. |
| * FLEXIBILITY- Ever-changing business needs requiring flexibility relating to service, hours of work, daily duties all relating to individual site needs and requirements
* TIME MANAGEMENT - flexibility relating to business needs for example emergency cover requirements, HR or Health and safety incidents
* COMPLIANCE - Identifying issues and ability to identify/resolve/ rectify
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| **Operations** * 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.
* Ensure that the Company’s accountancy documentation and administration procedures are carried out to the Sodexo Way Compliance Standards and that the necessary weekly & monthly returns are completed accurately and transmitted at the appointed time or dispatched manually.
* Ensure that all costs and expenditure are within the budgeted levels agreed between the Client and Sodexo. Control all costs such as labour, expenses, cash purchases as agreed with your line manager.
* Ensure tariff prices are correct, that all catering services are costed and charged according to the terms of the contract.
* Maintain levels of stock, cash, and debt outstanding to the agreed establishment targets.
* Ensure that methods of preparation, production and presentation comply with Sodexo’s standards and procedures.
* Obtain purchases from Sodexo nominated suppliers.
* Comply with all relevant sections of the SMS system and to complete routine audits at a frequency as indicated in the “Unit Activity Calendar”.
* 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(s) are in accordance with the Service Level Agreements and Key Performance Indicators specified in the service contract
* 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
* Maintain excellent client relationships and communicate with the day to day client at every opportunity.
* Initiate a process of continuous improvement by undertaking company promotions and extraordinary merchandising initiatives to ensure the profitable growth of the contract.
* Ensure that all written communication represents a professional image to customers, clients and staff.
* Actively seek and identify opportunities for business growth both within the contract and the external market.
* Maximise profitable sales by the introduction and maintenance of food service innovation to the standard required by the Company.
* Action customer compliments by praising staff and resolve complaints satisfactorily, referring to your line manager where necessary.
* 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.
* Comply with any reasonable instruction from your line manager within the agreed deadline.
* Comply with all Sodexo Company policies/procedures and client site rules and regulations.
* Ensure the prompt provision and efficient service of all meals and catering requirements at the specified time to the standard requested by Devro Scotland Ltd.
* Ensure that all necessary steps are taken to ensure maximum security of the kitchen, store rooms, office, safe and any monies under Sodexo control.
* To have regular contact with the sites General Services Manager and to assist with producing any reports as necessary pertaining to the current service.
* To organise any special functions as required, some of which may occur outside normal working hours.
* To assist in our other unit from time to time and during peak times like holiday ad sickness.
* Attend meeting and training courses as required.
* Ensure that financial information relating to sales are traded properly using eprophIT and following company policy on cash handling.
* 760/2 or NVQ2 qualification or equivalent.
* CIEH Diploma
* IOSH Certificate

**People** * Recruit, manage, induct, train, motivate and appraise staff to promote good employee relations and operate within Company procedures, legislation and the Investors in People standards. (Staff appraisals to be conducted at least annually). Maintain training records for all staff, ensuring that individual needs are recognised and met either through on or off job training.
* Ensure that all Sodexo employees project a positive, approachable, friendly and professional image.
* To attend an annual EPA with your Line Manager and to agree and take ownership of your EPA and your training and development needs.
* Attend Company Training Courses and District Meetings as requested.
* Plan and control holidays within the operation to 'self cover' where practicable.
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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. |
| * P & L reports
* Compliance to SLA
* H & S
* Client retention
* Client satisfaction
* Unit audit scores
* Staff turnover & recruitment practice adherence
* Internal compliance standards
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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**** Good standard of literacy and numeracy
* Previous catering and support services experience
* Excellent interpersonal skills and ability to communicate effectively with customers, clients and staff at all levels
* Good time management and organisational skills
* Ability to work well under pressure
* Ability to achieve and set standards and operate to performance criteria, with particular regard to hygiene
* Positive approach to learning in role and identifying own training needs as appropriate
* Self-motivated
* Sense of own initiative
* Ability to work effectively as part of a team
* Flexible approach to role is essential
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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
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| Version |  | Date |  |
| Document Owner |  |

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