

# Job Description: Custodial Catering Team Leader



Function:	Custodial Operations – Sodexo Government
Job:	<b>Catering Team Leader</b>
Position:	Catering Team Leader
Job holder:	[Name]
Date (in job since):	[Date]
Immediate manager (N+1 Job title and name):	Soft Services Manager
Additional reporting line to:	Not applicable
Position location:	HMP Bronzefield

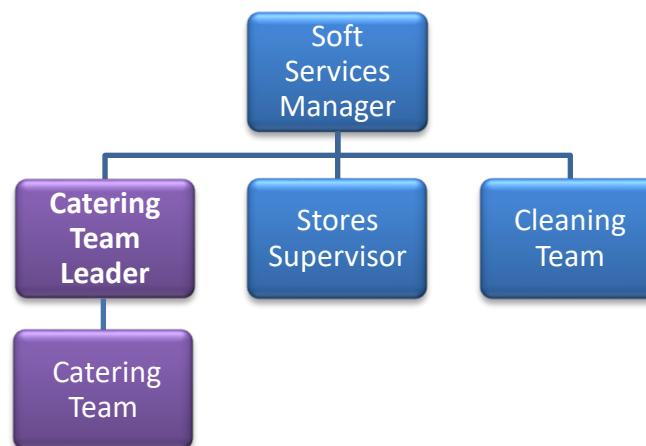
## 1. Purpose of the Job – State concisely the aim of the job.

- Contractual delivery of nutritionally balanced and appetising meals within a secure environment
- Statutory compliance with all relevant legislation
- Mandatory compliance with all relevant Sodexo policies and procedures, including food allergen management
- Maintenance of effective safety and security in a custodial catering environment with prisoner workers
- Effective leadership and development of the catering team
- Management of waste, water, and energy in line with the Better Tomorrow Plan
- Positive stakeholder engagement with all regulatory representatives, supply chain representatives, and HMPPS SMEs (subject matter experts)
- Deputise as required for the Soft Services Manager – in relation to Catering only

## 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.

Annual Food Budget FY21: £?m	Catering Team:	Prisoner Workers: 18 to 30
	Direct Reports: 5	

## 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.



**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.

- 550 prisoners and 200 staff served per day across 16 separate serving areas
- Achievement of positive satisfaction ratings from prisoners and the client
- Budget targets achieved
- Government, Local Authority, Client, Her Majesty's Inspectorate of Prisons, Crown Premises Fire Safety Inspectorate, and Company compliance
- High scores on all internal and external audits and inspections
- High levels of staff engagement
- Zero Lost-Time Incidents and RIDDORS amongst staff and prisoners
- Zero security breaches
- Achievement of the agreed targets in the Better Tomorrow Plan for waste, water, and energy
- Effective supervision and development of [number] prisoner workers and catering staff
- Shift work, including weekends and unsociable hours
- Travel and overnight stay may be required to undertake training and other business requirements

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

- **Operational Excellence:**
  - Manage and review menus and recipes in line with latest health and nutritional guidance, allergen guidance, Prison Rules and consumer focus feedback
  - Contribute plan and deliver the catering requirements for site events (e.g., Christmas, Religious Festivals and Special Diet needs)
  - Support & manage the purchasing, delivery, searching, storage, and stock rotation of food and goods within budget, as per SEMS policies and contract, to meet menu and contingency requirements
  - Ensure meal production timescales and portion controls are met
  - Ensure high standards of food quality, food safety, presentation and temperature control at point of serving through visits to all points of service in rotation
  - Monitor, respond to, and action appropriately all food complaints and suggestions from prisoner consultative meetings
  - Act as a site Subject Matter Expert, where appropriate, to support other managers and departments, offering advice, information, guidance and support where required
- **Risk, Governance, and Statutory, Mandatory and Contractual Compliance:**
  - Ensure that the catering team and the kitchen workers are aware of, understand, and comply with all relevant legal and contractual requirements
  - Ensure that the catering team and the kitchen workers are aware of, understand, and comply with all relevant Sodexo policies and procedures
  - Ensure that the catering team and the kitchen workers are aware of, understand, and comply with race relations, equal opportunity, suicide and self-harm prevention, and anti-bullying
  - Role model safe behaviours
  - Ensure a positive safety culture amongst the catering team and kitchen workers (prisoners) (including Risk Assessments, COSHH, Safe Systems of Work, 3 Checks for Safety, Audit, Fire Safety, Fire Drills and Evacuation, Food Safety, PPE, Accident and Near Miss Reporting and Investigation, Hygiene and Cleaning Standards, and other emergency routines and procedures etc.)
  - Regularly review the Catering Risk Register to identify and control all major risks
  - Support the Catering team in supervising kitchen prisoners to maintain high standards of hygiene, safety, and health standards, and security and control (including searching, roll checks, and control of tools and equipment)
  - Ensure the completion of all required reports and inventories accurately and on time, (including cleaning schedules, temperature monitoring of food, trollies, fridges and freezers, hot cabinets,

serveries, tool checks, daily maintenance checks, security checks, daily kitchen record book and prisoner performance)

- Ensure effective preparation for and support of all audits and inspections to achieve high levels of compliance, including ISO 9001
  - Ensure all visitors to the department adhere to Sodexo Health & Safety procedures and the Food Safety Act 1990, particularly the wearing of required PPE
  - Work to and respond to all contingency and other plans required for the maintenance of security and control at the establishment
  - Support effective contingency and business continuity planning, training, preparation, exercising, and reviewing
- **Leadership and Management:**
- Role model the Sodexo values and management behaviours
  - Ensure effective communications within the team and with other departments
  - Conduct all required line management duties in accordance with Sodexo HR policies and procedures
  - Ensure continuous professional development and support of the catering team to drive improved performance
  - Ensure that all team mandatory training requirements are completed on time
  - Maintain your own technical and leadership professional development plan
  - Active involvement, promotion and support of activities aligned towards employee engagement
- **Financial and Social Value Delivery:**
- Ensure that all costs and expenditure are within the agreed budget levels
  - Care for all company equipment, materials, and supplies, and ensure that any faults or maintenance requirements are reported immediately
  - Manage the consumption of supplies in line with recipe cards, exercising economy of food and water, energy, and prevention of waste to achieve the agreed waste, water and energy targets
  - Support kitchen workers (prisoners) in their achievement of any relevant qualifications
  - Support & develop and identify kitchen workers (prisoners) who would be suitable for employment with our business partners upon release
- **Stakeholder Engagement:**
- Maintain excellent client/customer relationships
  - Develop and maintain a positive internal and external network
  - Contribute positively to prison meetings regarding food related issues
  - Promote the Sodexo brand with all external organisations, particularly the regulatory authorities

**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 support the catering department operating effectively within budget and to the required standards of food delivery
- Accurate and sufficient proportion of meals sent per unit as per portion control systems and budgetary allowances
- To support the high standard of performance in all related audits and inspections, with improvement action plans closed out on time
- Waste, water, and energy targets achieved
- Health, safety, food hygiene and security issues always kept to a minimum through due diligence

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

Essential:

- MoJ security clearance
- Catering qualifications: City and Guilds 706/1 and 2, NVQ level 2 and possess an intermediate level food safety certificate
- Food allergen training
- Good numerical, interpersonal and communication skills, must be able to demonstrate effective verbal and written communication
- A sound understanding of H.A.C.C.P. and knowledge of health & safety and food safety
- Ability to make independent decisions
- Proven experience in catering sector, including stock management
- Able to work on own initiative within a team environment
- Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
- Able to demonstrate attention to detail and adherence to standards
- Analyse problems, develop opportunities and implement innovative solutions
- Efficient time management and organisational skills
- Be a focused and dynamic team player who can adapt rapidly to changing priorities

Desirable:

- Experience of working within custodial environment
- Relevant qualification equivalent to NVQ level 3 or above
- Proven track record of leading, managing and developing a team

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

▪ Growth, client and customer satisfaction, quality of services provided	▪ Commercial awareness
▪ Rigorous management of results	▪ Analysis and decision making
▪ Leadership and people management	▪ Planning and organising
▪ Innovation and change	▪ HR Delivery
▪ Brand notoriety	▪ Employee engagement
▪ Innovation and change	

**9. Management Approval** – To be completed by document owner

Version	1	Date	25/8/21
Document Owner	Owen Enser		