



Job Description: Sodexo Live!

Function:	Operations
Position:	Head Chef
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Executive Chef
Additional reporting line to:	Catering Manager
Position location:	Emirates Old Trafford

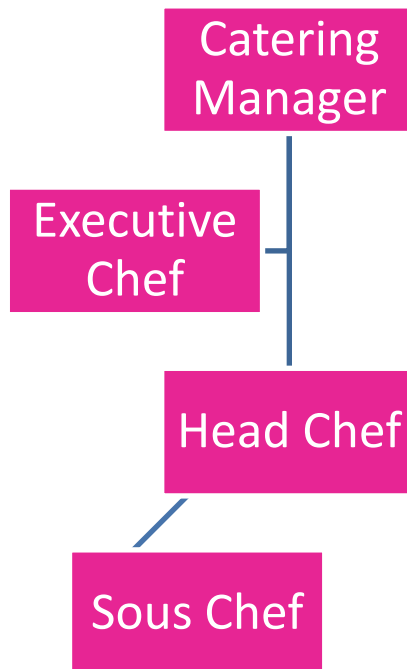
1. Purpose of the Job

- To always design and deliver innovation in our food service offers.
- To understand our clients and customers expectations and ensure our food offers are reflective.
- To maintain the cleanliness and hygiene of the unit to the required standard.
- To promote Sodexo values.
- Own, define, maintain culinary development plans, as well as leading change management processes.
- Supporting contract Service Levels Agreements (SLAs)
- Maximise profitability within area of responsibility and deliver required financial and service level results.
- Support business development.
- Lead, develop, manage and encourage direct and non-direct teams.
- Demonstrate a high level of thought leadership in all food areas and act as change agent in all culinary areas.
- Act as a Sodexo Ambassador and champion for retention for Investors in People.

2. Dimensions

- Oversee general management of the kitchen and take ownership of the catering operation and delivery.
- Ensure that costs and expenditure are controlled in line with budget utilising nominated suppliers and maximising labour productivity in line with current labour efficiency models.
- Manage the kitchen operations team to ensure that both business objectives are met, and standards are delivered competently and consistently. Develop a motivated, respectful, trusted and stable team by giving clear direction, sharing information and employee engagement.
- Undertake executive chef duties as required.
- Seek new ways to drive revenues and maximize sales across the area.
- Ensure the area complies with all company and client policies, site rules and statutory regulations i.e. licensing laws, Trading Standards and EHO.
- Manage the H&S operational requirements for the area.
- Ensure there is a two-way communication with Safeguard and that any H&S incidents are managed appropriately and effectively in conjunction with Safeguard.
- Facilitate a high support, high challenge performance management culture that motivates an engaged workforce.

3. Organization chart



4. Context and main issues

- Fluctuating levels of business which varies each event day.
- Late orders / notice of dietary requirements and related legislation.
- Volume of decision makers in terms of menus.
- Multiple operations all happening at the same time.
- Liaison with multiple suppliers.

- **5. Main assignments**

General

- Research the marketplace for forward thinking suppliers to deliver the very best in product and price for our business.
- Design menus that are reflective of the vision for the site and company.
- Ensure each menu is costed appropriately and margins are within agreed parameters.
- Ensure that all food is prepared with due diligence and that everyone in the kitchen is aware of how to deal with special dietary requirements.
- Monitor waste, ensuring that it is kept to a minimum and action plans are put in place as necessary.
- Adhere to the client's waste streaming and recycling policy.

Offer Development

- Creative development of all offers across areas responsible aligned to growth strategy and client specifications.
- Continual innovation is demonstrated with regards to menu and offer development.
- Menu specifications are detailed and trained ensuring delivery of a consistent level of service, within the Company's standards.

People

- Coaching and development of teams
 - Developing and retaining talent internally
 - Building networks externally with future identified talent

Compliance

- Comply with all company & client policies, procedures and statutory regulations including Human Resources, site rules, Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include awareness of any specific hazards in any workplace.
- Liaise with Safeguard as necessary.
- Report immediately any incidents or accidents, fire, theft, loss, damage, unfit food, or other irregularities and take such action as may be appropriate.

Collaboration

- Working with Service Operations to research the marketplace for forward thinking suppliers to deliver the very best in product and price for our business.
- Working with wider segment and company teams, chefs and consultants.
- Write service briefs for offers for service Operations development and delivery.

Other

- Ensure that all costs and expenditure are within agreed budgeted levels. Control all costs.
- Delivery of a consistent level of service, within the Company's standards, to contract specifications, service offer and agreed performance, qualitative and financial targets.
- Participate in any necessary training and team meetings as required to complete job responsibilities.
- Work with a team ethic to promote harmonious working relationships within Sodexo
- Opportunities for business growth both within segment and contracts and the external market are actively sought.
- Carry out other reasonable tasks as directed by segment executive

6. Accountabilities

- Ensure via either internal or external channels that there is continual innovation in the food service offer.
- Both client and customer feedback consistently excellent
- There is good two-way dialogue regarding the food offer with our clients and win-win scenarios are sought.
- Menu specifications are detailed and trained ensuring delivery of a consistent level of service, within the Company's standards, to the contract specification, service offer and agreed performance, qualitative and financial targets.
- Compliance to company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
- Training and development of the team is given a focus for performance, engagement and retention.
- Green Safeguard audit scores are achieved across the events.
- Labour costs and food cost of sale are within agreed parameters.

7. Person Specification

- Competent and relevant background in hospitality and retail food offers.
- Industry knowledge.
- Financial awareness and understanding of Profit & Loss accounts and cost controls.
- Excellent planning skills.
- Previous stadia experience.
- Experience of managing a small team in varying situations.
- Multi-site experience – international experience would be advantageous too.
- A passionate, energetic individual who loves cooking and loves delivering seasonal, tasty, on trend food.
- Proven and extensive knowledge and experience of the premium restaurant sector and / or venue and sporting market.
- Ability to communicate at all levels and have excellent presentation skills.
- UK experience and market understanding is a must.
- Multi concept / multi cuisine experience and an in depth knowledge of food.
- Excellent financial aptitude



8. Management Approval – To be completed by document owner

Version	1	Date	22.01.25
Document Owner			

9. Employee Approval – To be completed by employee

Employee Name		Date	
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