

# Job Description: Sous Chef

Function:	Catering
Job:	<b>Sous Chef</b>
Position:	Sous Chef
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Chef Manager
Additional reporting line to:	London Cluster Manager
Position location:	Nuffield Hospital, Highgate

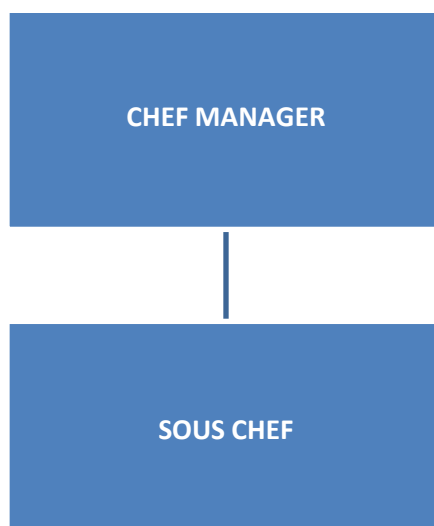
## 1. Purpose of the Job – State concisely the aim of the job.

To assist in the effective operation of the kitchens and departmental functions through the provision of team management and service delivery, delivering a click & collect food offer through the Week offering variety in ethnicity & sustainable food ensuring differing dietary options are available.

## 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.

The operation is run on a tight budget so cost controls are essential

## 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 job holder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Ensure services at the Nuffield remain within remit are managed to contractual and legal requirements and budget.
- Recruit, motivate and manage the staff, ensuring they are fully trained and developed for the roles they hold.

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

To assist in the effective operation of the kitchens and departmental functions through the provision of team management and service delivery by:

- Order all provisions in line with Sodexo ordering policy and using Drive or for non food use nominated Sodexo suppliers.
- Ensure that all areas of the kitchen and food service areas are kept clean and well maintained. Reporting any defaults to client and helpdesk and ensuring completion of outstanding issues.
- To ensure completion of all the Sodexo SMS paperwork, temperatures, electrical checks, COSHH, HACCP etc.
- To pass all internal and external audits such as safeguard, EHO and Nuffield audits.
- To complete and monthly billing and close accounts at agreed times
- Comply with any reasonable requests by your line manager in the required time frame
- Manage staff performance is effectively to achieve desired results driving forward on service excellence and delivering quality.
- Train all members of the team using Sodexo GREAT training cards, induction & Nuffield training as well competency observations.
- Ensure that weekly rotas are complete in the correct time frame and labour is managed within budget agreements.
- Able to perform well and remain professional and resilient under pressure. Dedicated team-player, who strives for excellence and leads by example
- Tactful and discreet, whilst observing Safeguarding and professional standards
- Displays a smart and professional appearance, representing the Hospital in a positive manner at all times
- Manage your emails and correspond in a timely and professional manner.
- High level of accuracy and attention to detail
- Self-motivated and able to work alone without direction
- Adaptable and flexible with working patterns when required

**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.

- Management of food standards and quality across all areas during all stages of food preparation and production
- Work with the Kitchen team in creating and developing new menus and innovative offers
- Ensure that all dishes are prepared, cooked and served to the highest standard at all times in line with menu specifications
- Ensure that methods of food preparation, production, presentation and service comply with Company standards
- Ensure a high standard of kitchen cleanliness is maintained at all times achieving a 5 star EHO rating and a green Safeguard audit
- Ensure excellent Health & Safety and food hygiene practices are followed at all times
- Ensure minimum wastage occurs within the kitchen, implementing ideas for reducing wastage wherever possible

- Work with supervisor/ KP to ensure goods in/ out and stock-takes are completed to standard.
- Liaise with the front of house team to ensure the service provided is of the highest standard
- Receive and act upon customer feedback, both positive and negative
- Assist with the effective management of stock control and portion control.
- Adhere to the company purchasing policies at all times
- Comply with all Company policies, procedures and statutory regulations, including human resources, health and safety, safe working practices, hygiene, cleanliness, fire, COSHH.
- Ensure that all equipment used in the kitchen is in safe working order. Reports faults ensuring that they are rectified and that equipment is not used until safe
- Ensure all required health & safety records and procedures are adhered to at all times, including stock rotation and temperature records
- Ensure that extemporary personal hygiene standards are maintained at all times
- Provide casual staff with a health & safety and team briefing before their shift
- Assist the Management in ensuring that all accountable staff are adequately trained and skilled to the required level.
- Assist the Management in preparing and managing the kitchen rota, ensuring that all shifts are covered in line with business objectives.
- In the absence of the Management team, fully deputize in all relevant areas

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

### **Education Attainment**

- General Secondary Education or equivalent (English and Maths essential)
- Well-developed English language skills (written and spoken)

### **Professional Qualifications**

- Food Hygiene Certificate level 3 - preferable
- At least 3 years' experience within high volume catering
- Previous experience at Sous chef level and shift leadership
- Management experience encompassing team development
- Excellent culinary skills
- Hold valid 'Intermediate Food Hygiene' certificate
- Excellent spoken and written English
- Strong problem solving and organizational skills
- Strong leadership and communication skills with all stakeholders
- Good IT skills with knowledge of word and excel
- High standards of personal presentation
- Experience with Food Allergies, Special Diets and Labelling
- Up to date with latest trends and industry developments

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

<ul style="list-style-type: none"> <li>▪ Growth, Client &amp; Customer Satisfaction / Quality of Services provided</li> </ul>	<ul style="list-style-type: none"> <li>▪ Leadership &amp; People Management</li> </ul>
<ul style="list-style-type: none"> <li>▪ Rigorous management of results</li> </ul>	<ul style="list-style-type: none"> <li>▪ Innovation and Change</li> </ul>

	■ Commercial Awareness	
	■ Employee Engagement	
	■ Learning & Development	

9. Management Approval – To be completed by document owner

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Document Owner	Sarah Heer		