

Job Description:
Chef

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| Function: | Qioptiq – Corporate Services |
| Position:  | Supervisor |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Assistant Manager |
| Additional reporting line to: | Business Manager GSM |
| Position location: | Qioptiq – St. Asaph |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * As a Supervisor you must have a keen eye for detail and so continue to maintain a very high standard of cleanliness. This is a great opportunity for a customer focused individual to join a world leading food and facilities management company, which can offer unrivalled opportunities for career progression
* To provide excellence customer service from preparation, presentation, labeling, stock counting and service of food and beverages to the client and Sodexo’s satisfaction
* To support the Management to performance, manage the day-to-day activities within all aspects of kitchen and cleaning operations.
* To drive customer satisfaction and embed customer advocacy within the kitchen and cleaning operations team.
* To support Management to deliver service excellence as per the agreed Service Level Agreement between Sodexo and Client.
* To grow services in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with Client and Sodexo expectations.
* To work both front of house and back of house, proactively engaging with the Client, customers and Team Members and ensuring service levels are surpassed.
* To attend regular 1-2-1 meetings and team meetings, with your Manager and Catering team
* To support the Management to implement and comply with all Sodexo and statutory Health and Safety and Food Hygiene requirements. To take accountability for good housekeeping, stock management and rotation, COSHH, cleanliness and tidiness.
* To ensure all kitchens and cleaning areas are clean, maintained and are safe working environments at all times.
* To ensure that all waste streams are identified and disposed of correctly as per Sodexo and Client policies and procedures.
* To work closely with Sodexo Hospitality Operations to ensure seamless interface between departments.
* To support the wider Sodexo business both on site and off site, as and when required.
* To proactively support all departments and staff within the onsite team and to carry out other reasonable tasks as directed by management.
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* Travel may be required to undertake training, development and supporting the wider Sodexo business
* May be required to work unsociable hours in line with business requirements
* Flexibility on work schedule will be required at times
* This document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation.
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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 FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Add point
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| 3. Organization chart – Indicate schematically the position of the job within the organization. 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. |
| Business Manager GSMAssistant Manager SupervisorCatering/Cleaning – 16 employees  |

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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 assist at any business-critical actions, some of which may occur outside working hours.
* To report any customer complaints or compliments and take some remedial action if possible and safe
* To report immediately any incidents, near misses or accident, fire, theft, loss, damage, unfit food, or other irregularities and take such action as may be appropriate or possible
* To attend meetings and training courses as may be necessary
* To provide cover in other areas during periods of holidays and sickness
* Deliver on a day to day basis, the services identified in the statement of works to the required standard, ensuring that monitoring and auditing standards are met, as directed by the Management.
* To ensure overall cleanliness of all FOH areas are maintained to the standard set by the Management
* To observe and adhere all Client, Fire, Environmental, Food Safety & Health & Safety regulation PPDS.
* To deliver service excellence at all stages throughout the customer journey, ensuring that expectations are
* surpassed daily
* To ensure overall cleanliness of the kitchen is maintained to the standard set by the Management and Client
* To attend any required training sessions necessary to keep up to date on legislation ensuring compliance with all current legal and company legislation requirements.
* When to prepare and cook food following strict adherence to Sodexo and Client practices, policies and procedures
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To assist as directed with all aspects of preparation and presentation to the Company's standards
* Complete all mandatory training as directed by the Management.
* Comply with all Company and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include awareness of any specific hazards in the workplace.
* Provide high personal standards of performance, hygiene, appearance and cleanliness at all times.
* Ensure that the Company's standards of cleanliness are achieved and maintained in all FOH and BOH areas, to include servery areas, condiment stations and seating areas.
* Ensure that all product signage is available, accurate, clean and presentable at all times and report any inadequacies to the Assistant Manager.
* Using till system
* Ensure that all display items are quickly and correctly stored away and rotated and that expiry dates are observed and managed. Any products soon to expire are to be flagged to the Chef & Assistant Manager.
* Ensure that all products are correctly rung through the till ensuring the protection of sales revenue and company asset at all times.
* Participate in any necessary training and team meetings to complete job responsibilities to the Company and Client’s standards e.g. health & safety, food hygiene.
* Conduct training and relevant paperwork for all Catering team and new starters
* To provide exceptional levels of customer care through proactively welcoming and engaging the Client, customers and team members.
* As instructed by the Assistant Manager, support with hospitality, cleaning, service and vending.
* Work as a team to promote harmonious working relationships within the Sodexo team.
* Assist at any special ad-hoc functions, some of which may occur outside working hours.
* Ensure that the onsite maintenance procedures are adhered to and report immediately and cease to use any faulty equipment.
* Wear correct uniform at all times, including the use of PPE as instructed by the Management
* Work and support in all business areas on site.
* Carry out other reasonable tasks as directed by management
* Support with goods deliveries ensuring that all health and safety procedures are followed and documentation completed. Ensure that goods are checked against the order and any shortfalls/damages recorded and the relevant parties notified in a timely manner.
* Support to ensure that all goods are quickly and correctly stored away on rotation system following the rule ‘first in, first out’.
* Deliver the agreed SLA and standards - Manage the catering and cleaning function and services to the agreed standards, ensuring that deadlines and targets are achieved
* Maximise the profitability of the catering service and meet targets as set by the GSM, whilst managing costs effectively
* Ensure that statutory requirements and company policies and procedures are followed
* Maximize sales within Restaurant, Vending and Hospitality
* To take responsibility for ordering of all goods
* To keep ROL up to date
* To close books in a timely manner in accordance to company policy
* Ensure high levels of customer satisfaction are monitored, measured and managed.
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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. |
| * Have a strong understanding of the service offers contained within the client contract
* Understand Sodexo contract compliance policies and procedures
* Maintain the food margin
* Acquire 5-star EHO and acquire green safeguard result
* Achievement of company and client budgets
* People management
* Company compliance
* All unit audits
* Client retention
* Reduced accident rates
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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*** High levels of personal hygiene and appearance
* Exceptional customer service skills
* Strong attention to detail
* Experienced in using Microsoft Office/Word/Excel
* Previous experience of catering management in a similar environment
* People management experience
* Ability to interpret and utilise financial and commercial information
* Must be able to demonstrate excellent communication skills, be persuasive and decisive
* Achieve set, standards and operate to performance criteria, for example health and safety, hygiene
* Manage multiple workloads and shifting priorities
* Positive approach to learning in role and identifying own training needs as appropriate
* Self-motivated and able to work on own initiative within a team environment
* Flexible approach to role

**Desirable*** IOSH Managing safely qualification
* E-ProphIT Trained, Food Safety Level2/3
* Experience of managing conflicting expectations of the client and consumer within one business area
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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
 | * Good Timekeeping
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| * Good personal hygiene
 | * Innovation and Change
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| * Brand Notoriety
 | * Flexibility
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| * Attention to details
 | * Analysis and Decision Making
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| * Employee Engagement
 | * Planning and Organising
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| * Learning & Development
 | * Leadership and People Management
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| 9. Management Approval – To be completed by document owner |
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| Document Owner | Vasile Cebanu |

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| 10. Employee Signature – To be completed by employee |
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| Employee Name |  | Date |  |
| Employee Signature |  |

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