

Job Description:
Service Support Manager

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| Function: | Government & Agencies |
| Job:  | Chef and Operational Service Support |
| Position:  | Chef |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Catering Manager – Petra Coates |
| Additional reporting line to: | Contracts & Facilities Manager – Nigel Birtle |
| Position location: | SFRS contract – as needed |
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| 1. Purpose of the Job  |
| * To support the management function with due diligence, account reporting, administering the KPI and other management information requirements.
* To assist with the safe production of the food service according to the Service Level Agreement while maintaining correct levels of Health & Safety and ensuring legal compliance
* Client liaison as necessary.
* Be flexible and adaptable to the changing needs of the business as they arise.
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| 2. Dimensions  |
| Characteristics  | * No budgetary responsibility but a requirement to support business reporting and analysis of budgetary control, trend reporting, cost reviews and market testing
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| 3. Organisation chart  |
| Contracts & Facilities Manager Contracts & Facilities ManagerCatering ManagerChef |

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| **4. Context and main issues**  |
| * Support operational teams to comply with all legislative requirements
* Adhere to any local client/key customer site rules and regulations
* Role model safe behavior and all times and adhere to all Sodexo policies
* Flexibility on work schedule and location maybe required
* Effective collaborative working with Sodexo external partners, customer and clients
* Ensure all practices are in line with Sodexo policies and procedures and those set out within Health and Safety and Food safety guidelines/legislation
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| 5. Main assignments  |
| * Support the management team in carrying out accounting, book-keeping, database and administration tasks in accordance with Company policies and procedures and complete in line with the Sodexo control & compliance standards.
* Comply with all security regulations for all materials, equipment and buildings as laid down by client and Sodexo.
* Regularly communicate with the site management team, support the operational delivery of the service.
* Overseeing administration team as necessary.
* Responding to service delivery needs as necessary
* Liaise with sub-contractors when completing scheduled and reactive work tasks.
* Support the management team and account manager in customer liaison works
* Communicate well and demonstrate a pleasant, polite, efficient, caring and friendly service to customers and clients in all areas of service that Sodexo provide
* Participate in any necessary training and team meetings as required to complete job responsibilities to the Company’s and Client’s standards
* Assist at any special ad-hoc functions, some of which may occur outside working hours
* Report any customer complaints or compliments and take remedial action where possible
* Cover in other areas and departments during periods of holidays and sickness
* Comply with all Sodexo Company policies/procedures and client site rules and regulations
* Comply with all Company & client policies 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 to create a zero-harm safety culture
* Report immediately any incidents of accident, fire, theft, loss, damage, unfit food, or other irregularities and take such action as may be appropriate.
* Draw to the attention of the Manager any potential hazards on site or infringements of Health & Safety Legislations.
* Ensure high standards of personal performance, hygiene, appearance and cleanliness at all times
* Work as a team member to promote harmonious working relationships within the Sodexo team, by being approachable to colleagues, customers and front of house when required.
* Carry out other reasonable tasks as directed by the management team, that will support with the running of the business and to the service delivery.
* Support other departments during quiet periods within the catering department.
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| 6. Accountabilities  |
| * To deliver a consistent level of service, within the Company's standards, to the contract specification and agreed performance, qualitative and financial targets.
* Comply with all Company & Client policies 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.
* Allergen Management; ensure government & company legislation and guidance is followed in relation to allergens. It must be current and in line with company policies and prodecures.
* KPI’s to be monitored as part of performance review and appraisal process.
* Achieve all deadlines set for works to be undertaken
* Monitor spending, revenue and costs for the budgetary control of the commercials of the contract
* Understanding the output specification and KPI measurements
* Assist with all aspects of the preparation of food service areas and presentation of food to the notified standard.
* To prepare all food with due care and attention, particularly in regard to customers’ special dietary requirements: for example, nut, dairy or wheat allergies.
* Serve food and drink to customers and guests as directed.
* Assist with the replenishment of food, beverages and equipment to ensure service periods do not stop.
* Assist with hygienic cleaning of utensils and work areas after service periods.
* Promote a friendly working relationship with colleagues.
* Promote a good company image to customers and guests by using positive customer service practices.
* To assist with the set up, service, clearing and cleaning of function catering as requested.
* To undertake occasional duties outside the normal routine but within the scope of the position and the department’s activities. To assist, as required, at special functions, some of which may occur outside normal working hours, for which you will be paid overtime.
* To report any complaint or compliment and take action if at all possible.
* To report any incident of accident, fire, theft, loss, damage and take action as may be appropriate or possible.
* Ensure complete knowledge of all areas which are to be cleaned in the course of duty.
* Ensure complete knowledge of Equipment used in the course of duty.
* Ensure all areas are cleaned efficiently and in a timely manner to the required standards - this to include weekly and period tasks.
* Use cleaning chemicals safely as detailed by the Control of Substances Hazardous to health guidelines (COSHH)
* Ensure that the safety signage is used appropriate at all times, e.g. wet floor signs and “warn” customers where possible.
* Take receipt of stock ordered for the site and store accordingly.
* Comply with all security regulations for cleaning materials, equipment and buildings as laid down by client and Sodexo.
* Ensure all cleaning equipment is kept clean & maintained in safe working order.
* Comply with all Sodexo Company policies procedures and client site rules and regulations
* Comply with all Company & client policies 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.
* You may be asked to deputise for the Catering Manager during periods of absence, Holidays, Sickness etc…
* Carry out other reasonable tasks as directed by management which may include changes in work patterns

**Key Performance Indicators (KPIs)** **or “What it will look like when you are doing the job well”*** Daily, Weekly and Monthly tasks to be completed as scheduled.
* Comply with company and statutory regulations relating to safe systems of work, H&S and KPI’s
* Safegard Audits
* COSHH trained
* No Accidents
* Pass Service Audits
* To deliver a consistent level of service within the company’s standards to the contract specification and agreed performance.
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| 7. Person Specification  |
| * Good communications skills
* Experience of working in a similar industry such as food service, catering or hospitality.
* Previous food handling experience
* Ability to adhere to all health & safety practices
* Strong customer service skills
* High levels of personal hygiene and appearance
* Being able to work to deadlines
* Must be able to understand schedules and follow them
* Be able to work alone and as part of a team
* Must be able to lead by example
* Customer focus experience and sound responsive behaviours displayed
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| 8. Competencies  |
| * Analysis and decision making
* Focusing on client and customer
* Intellectual agility and eagerness to learn
* Promoting the brand
* Practical operational skills
* Planning & Organising
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| 9. Management Approval  |
| Whilst every effort has been made to ensure the details of this job description are correct - due to the varied requirements of the catering and support services industry, this job description cannot be exhaustive. Therefore, the jobholder may be required from time to time to carry out other tasks as required by management in order to meet the operational needs of the business.

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| Version | V1.01 | Date | January 2021 |
| Document Owner |  |

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