sodexo
QUALITY OF LIFE SERVICES

JOB DESCRIPTION

Position Title	Sous Chef	Department	Catering
Generic Job Title	Sous Chef	Segment	Healthcare
Team Band	Band A	Location	London
Reports to	Head Chef	Office / Unit name	London Nuffield St. Barts

ORGANISATION STRUCTURE
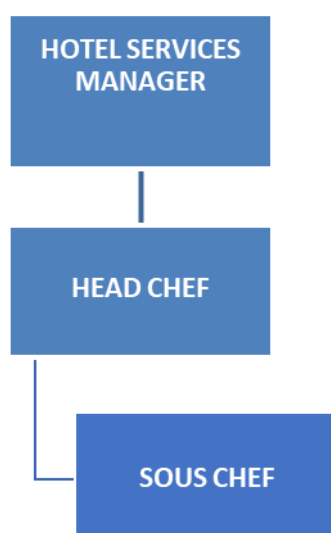
Job Purpose

- Assist in purchasing and all operational requirements of day to day business
- Ensure compliance with all company and legislative requirements
- To ensure that patient and restaurant requirements are ordered and produced in accordance with agreed menus.

Accountabilities or "what you have to do"

- To ensure that supplies are correctly ordered
- Co -ordinate the production of all meals for the restaurant and special dietary requirements for patient meals
- Ensure that daily menu productions are downloaded on DRIVE
- To complete and record all necessary temperature checks of all foods and equipment, in line with our assured safe catering system. Reporting any problems
- To maintain all materials to the agreed stock holding level ensuring a plentiful supply of goods to meet the restaurant and patient needs
- To manage the delivery of patient meals to the ward areas
- To adhere to all legislation, the Nuffield and Company policy in the provision of the patient meal service

- To ensure the immediate reporting to the Catering Manager of any incidents such as accidents, fire, theft, loss, damage or other irregularities and take such action as may be recommended as a result of investigation of these incidents
- To report and record any mechanical or electrical defects to the Catering Manager and take out of service any item of equipment that may pose a risk to service users
- To ensure the timely recording of service standards is completed to the specified standard and that all records are retained securely, especially temperature monitoring and raw material control
- Compile work rosters, authorise annual leave and arrange day to day cover for unplanned absence with the catering manager
- Ensure cleanliness and hygiene throughout the kitchen utilising staff as required
- To ensure that all staff are trained in the correct use of all machinery used in the provision of patient catering services
- Ensure that all staff are wearing the correct uniform
- To carry out routine Quality Control Audits and measure performance levels of each aspect of Catering Services.
- To attend a weekly meeting with the Catering Manager and Host supervisor.
- To assist generally with associated administration duties and deputise for Managers in their absence
- In conjunction with the Catering manager to compile and organise programmed training sessions with staff to cover areas specified in training record cards.
- 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

Key Performance Indicators (KPIs) or "What it will look like when you are doing the job well"

- All compliance requirements filled in and signed accordingly
- Consumption costs and budgetary controls are in place and managed
- PSS results and all other feedback analysis is acceptable to KPIs
- Day-to-day staffing is maintained
- Training and staff investment is maintained

Dimensions

Financial	Assist in budget performance as per fiscal year. Review with site manager monthly.
Other	Performance indicators for site are met as per role responsibility.

Skills, Knowledge and Experience

Essential

- Food Hygiene Certificate level 3 - preferable
- Intermediate Food Hygiene certificate. (desirable)
- Well-developed English language skills (written and spoken)

Desirable

- Good interpersonal skills and the ability to be an effective team player
- Flexible, with the ability to work under pressure
- At least 3 years' experience within high volume catering
- Previous experience at Sous chef level and shift leadership
- 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

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