

JOB DESCRIPTION

Function:	Energy and Resources
Position:	HOSPITALITY SOUS CHEF
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head Chef Hospitality
Additional reporting line to:	N/A
Position location:	Shell Centre London Campus, London, Waterloo

1. Purpose of the Job

- Deliver required fine dining/ executive buffets, business centre dining, canapes & events to a high standard
- Deliver innovative and creative menus, keeping a focus on ingredient seasonality and food trends
- Train and develop skills of junior staff and encourage teamwork and cooperation of the brigade
- To lead a high performing team of chefs within a busy brigade, ensuring that all areas of the operation are working effectively across a five-day operation.
- To provide strategy and innovation in line with commercial food and menu planning that improve the Company's reputation for food quality and enhances client and customer experience.
- Responsible for driving compliance of Health, Safety, Food Hygiene and COSHH regulations.
- Drive sales through centrally driven menu plans and promotions and ensure compliance through preferred suppliers within the agreed specification and to the agreed performance, qualitative and financial targets.
- Provide high quality service to customers and client in line with a food service offer that is applicable to sector and client.
- Provide Costings for new menus and promotions
- Provide seasonal changing menus & product tastings as and when required.

2. Organization chart

3. 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.

- P&L targets are delivered within agreed timescales and show positive financial performance
- Client satisfaction scores are maintained or improved
- All purchases completed via nominated suppliers only and within agreed budget
- Internal and external audits achieve the required level including Safeguard green audit result Team are engaged and there is evidence of regular team meetings and Focus on Five activity 90% or over on Unit Business Health Check Audits
- Absence rates are in line with segment target (Ensure segment target is entered in dimensions) Maintain high standards of appearance and personal hygiene
- Deputise in the absence of the head chef in order to organise, prepare services and execute delivery to the agreed standards required

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

Growth, client and customer satisfaction

- To regularly monitor customer feedback and ensure all issues are dealt with satisfactorily and any areas of concern are handed over to the GSM to follow up
- To be customer focused at all times, approachable and quick to exceed expectations in fulfilling customer needs
- Develop strong working relationships with on-site client(s) team and operate proactively in line with the Clients for Life Philosophy to enhance client retention and customer satisfaction, gain referrals for new business and attract new clients and customers
- To attend Company/client meetings as required
- To take responsibility towards your own development with the guidance of the GSM and to attend training courses as identified
- To show commitment to Company values in all aspects of your role
- Role model the focus on five behaviours to improve engagement, enhance performance and retain Investors in People accreditation
- Build personal effectiveness in all situations
- To conduct regular cleaning audits and ensure that any issues highlighted are addressed appropriately and recorded on a failure action log, the rectification action is scheduled, and a full report of the rectification activities is produced together with evidence of the completion
- To ensure that all reactive and proactive cleaning requests are logged through Planon and dealt with in a timely manner within the set SLAs
- Ensure that the Team have appropriate assistance and training as required
- To attend to and take all necessary action, statutory and otherwise in the event of accident fire, loss, theft, lost property, damage or other irregularities and complete the necessary return and/or reports.

Rigorous management of results

- Health and safety is key with shell contract and ensure is at the forefront of everything we do
- Ensure the prompt provision and efficient service of all meals and catering requirements at the specified time to the standards laid down in the KPI's.
- Ensure that all costs and expenditure are within the budgeted levels agreed between the Client and Sodexo. Control all costs such as labour, expenses, cash purchases as agreed with your line manager.
- Ensure tariff prices are correct, that all catering services are costed and charged according to the terms of the contract.
- Maintain levels of stock to the agreed values or %.
- Ensure that methods of preparation, production and presentation comply with Sodexo's standards and procedures.

- Obtain purchases from Sodexo nominated suppliers.
- Comply with all relevant sections of the Client Quality Assurance Audit.
- Comply with all Company & Client policies, site rules 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 and training of staff.
- Ensure that all equipment used, is in safe working order, checked regularly and serviced. Report any faults to management/client, ensure they are rectified and ensure equipment is not used until safe.
- Ensure that all equipment, monies and the overall establishment, is safe and secure always
- Ensure the standards across the site(s) are in accordance with the Service Level Agreements and Key Performance Indicators specified in the service contract
- To take adequate steps to ensure the security of Company and Client property under your control.
- Compile and agree an annual business plan with the catering manager, and to be responsible for achieving all actions
- Maintain excellent client relationships.
- Initiate a process of continuous improvement by undertaking company promotions and extraordinary merchandising initiatives to ensure the profitable growth of the contract.
- Ensure that all written communication represents a professional image to customers, clients and staff.
- Action customer compliments by praising staff and resolve complaints satisfactorily, referring to your line manager where necessary.
- Attend to and take all necessary action, statutory or otherwise, in the event of incidents or accident, fire, theft, loss, damage, unfit food, or other irregularities and take such action as may be appropriate.
- Comply with all Sodexo Company policies/procedures and client site rules and regulations.
- Implement, maintain and communicate to employees the client, and Sodexo standards and statutory regulations relating to safe systems of work, health and safety, food hygiene and Company Quality Management system to ensure compliance
- To ensure that all statutory regulations and Sodexo and client policies concerning the employees are adhered to.
- Have a broad understanding of all Sodexo risk, reporting and governance processes; ensuring compliance with all company, client and on-site policies and procedures/systems and statutory regulations and ensure that licences and qualifications are met and retained, and consequences managed appropriately.
- Ensure that health and safety is given the number one priority by delivering all Safeguard administration in advance of and during logistical operations. Lead where appropriate and take part in management and employee briefings to deliver safety information to include; Food Safety, Health and Safety, Fire Safety, First Aid and any statutory, client or venue specific safety requirements.

Leadership and People Management

- Recruit, induct, motivate, manage and develop all employees following Sodexo HR policy and guide-lines
- Role model the focus on five behaviours to improve engagement, enhance performance and retain Investors in People accreditation
- Manage labour in line with productivity models, policies and procedures. Build personal effectiveness in all situations
- Innovation and Change
- Continuous professional development in industry/specialism
- Continually seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards.

Brand Notoriety

- Promote Sodexo as the preferred employer, internally and externally, adhering to Sodexo recruitment policies and raise the profile of Sodexo in local communities, building relationships with key stake- holders.
 - Promote the health and well-being of employees
 - Live the Sodexo values and promote brand standards as an ambassador.
- Responsible for driving all aspects of service excellence across your business area including brand integrity, quality, compliance, Sodexo corporate social responsibility and service standards.

5. Accountabilities – Give the key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Maintain the standards and integrity of the service offer and Service Level Agreement.
- Manage quality and hygiene standings throughout the food cycle from preparation to delivery
- Actively enforce relevant statutory, company and site H&S compliance together with the monitoring of related equipment
- Motivate and lead catering employees to perform their roles to a high standard in line with Sodexo policies and procedures
- Actively seek and identify opportunities for business growth and cost efficiencies within the contract and external market
- Attend to any reasonable requests made by your line manager in a timely manner
- Perform regular Fresh Eyes Reviews of services to ensure business is driven forwards.
- Develop strong working relationships with on-site client/third parties and operate proactively in line with the Clients for Life® philosophy to enhance client retention and customer satisfaction, gain referrals for new business and attract new clients and customers
- Support line manager through regular monthly meetings
- Seek to understand the business environment, local competitors and drivers, developing and maintaining strong relationships and establishing a network of contacts.
- Ensure all inter-department communication is operationally effective for supporting events
- Complete regular spot checks of kitchen services to ensure that the Company's documentation and administration procedures are carried out to the laid down standard and that the necessary weekly returns are completed accurately and sent to the appointed office on time. This may be electronically, paper-based, or both, as instructed.

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

Essential

- Proven experience in managing and leading a kitchen team within a hotel environment
- Industry acumen and knowledge of external catering developments & innovation
- Strong front of house presence with ability to engage with senior clients
- Strong financial understanding and demonstrable budgeting management
- Experienced in adhering to and driving company initiative
- Personal innovation and passion
- Demonstrative customer focus and service skills
- Strong communication, and negotiation skills
- Experience working in a standards /compliance environment
- City & Guilds 706/1, 2 or NVQ Level 3 or similar qualification
- Food Hygiene Certificate
- IT literate

Desirable

- IOSH managing safely qualification
- CIEH Level 3 qualification
- Experience of delivering training
- Experience of managing conflicting expectations of the client and consumer within one business area

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

☐ Client Growth and Customer Satisfaction	☐ Innovation and Change
☐ Rigorous Management of Results	☐ Brand Notoriety
☐ Leadership and People Management	☐ Planning and Organising
☐ Analysis and Decision Making	☐ Industry Acumen

8. Management Approval – to be completed by document owner

Version	1	Date	15.05.2019
Name			

9. Employee Approval – to be completed by employee

Version	1	Date	
Name			