

Job Description:   
Head Chef

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| Function: | | | | Corporate Services | | | | | | | | |
| Position: | | | | Head Chef | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Business & Events Manager | | | | | | | | |
| Additional reporting line to: | | | | Account Manager | | | | | | | | |
| Position location: | | | | Bord Bia, Dublin. | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * Head Chef to lead a large catering and hospitality operation and ensure the efficient preparation of high quality food as per company standards and current legislation. * To deliver high quality food and service across the business, actively contribute towards the development of new food offers and ensure that the head chefs in the team develop their skills and knowledge. * To plan, organise, co-ordinate, control, motivate and train those people within his/her immediate subordinate team to achieve the business objectives set for and agreed. * To develop a best in class culture and ensure we constantly exceed client and customer expectation. | | | | | | | | | | | | |
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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: | 500k | | Hospitality | | €100k | Growth type: | Organic and new business | Outsourcing rate: | n/a | Region Workforce | tbc | |
| Retail | | €50k |
|  | |  | Outsourcing growth rate: | n/a | HR in Region | tbc | |
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| Characteristics | |  | | | | | | | | | | |

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| 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. |
| Divisional Director  Business & Events Manager  Account Manager  Head Chef  Head Chef |

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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. |
| * Bord Bia has a split of business between retail sales and hospitality. The hospitality is from internal beverages, working lunches, evening functions, formal dining and large serviced events with a very high standard expected. * Ensure that proper planning around orders and deliveries are carried out, mainly that the products ordered are of Irish origin and Bord Bia Approved as much as possible. * Maintain the kitchen and storage areas to the highest standard and be inspection by the client ready at all times. * The labour structure at Bord Bia has a mix of staff to meet the demands of the site and the fluctuations in hospitality business. One of the biggest daily challenges is the accurate daily management of this labour spend. All the tools are provided to manage labour effectively, but it needs constant and close scrutiny. * Bord Bia supports a robust and thorough sustainability program which Sodexo forms a very strong part. Maintaining and developing accreditations is paramount to the contract   + Origin Green   + Quality Assured   + Fair-trade |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Lead the delivery and production of quality food for the contract. * Support and develop SME (Small, Medium sized Enterprises’) that are aligned to the contract. * To actively innovate the food offer to produce & deliver above standard Irish only, seasonal menus * Oversee the management of the kitchen team including to ensure a high-quality service is delivered, providing coaching and training when required. * Liaise with client on specific suppliers and companies that products are to be included on the menu cycles * Develop the hospitality offering and the engineering of menus and food innovation for the site using Recipe Online & DRIVE – and within Bord Bia’s quality assured expectations. * To ensure that the Company's accountancy, 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. * 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. * Plan, cost and document menus and ensure these are consolidated across the business. * Ensure stock levels are kept to the agreed establishment targets and supplies are ordered from nominated suppliers * Maximise profitable sales by the introduction and maintenance of food service brands to the standard required by the Company * Monitor and maintain consistent methods of food preparation, production, presentation and service for all meals and ensure they comply with Sodexo’s standards and procedures and meet the agreed specification of the contract(s). * Conduct regular reviews of current operating costs, margins, controls and menu costings to ensure Sodexho is achieving optimum profit. Ensure that all goods are correctly and quickly stored away on a ‘first in first out’ basis and comply with Health and Safety regulations * Comply with all Company & Client policies and procedures, site rules and statutory regulations including Health & Safety, food hygiene, safe working practices, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place and training of staff * Ensure that daily, weekly and monthly Kelsius records are being kept by all team members. * 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 * To ensure the prompt and efficient preparation and service of all meals and breaks at the required time, being provided to the standard of the food service offer laid down in the Service Level Agreement and to the Client's, Customer's and Sodexo’s satisfaction. * To understand and maintain the standards and integrity of the service offer and Service Level Agreement at all times. To carry out a daily service audit and perform activities detailed in the service offer manual under Key Performance Indicators to the frequency and level required * To establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organisation. * Ensure that temperatures of fridges, freezers and hot cupboards/serveries are monitored and recorded in line with Company regulations and the Food Safety Act * To implement and maintain all Statutory and Company policies and procedures, communicating it to all staff and ensuring full compliance. * To ensure that all food is prepared with due care and attention, particularly in regard to customers’ special dietary requirements: for example, nut, dairy or wheat allergies. * Motivate and lead employees to perform their roles to a high standard and in alignment to Sodexo policies and procedures   **Develop long-term client relationships in line with the ‘clients for life philosophy’ to enhance the retention of current clients and customers, gain referrals for new business and attract new customers.** |

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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. |
| * Exceed client expectations * Growth in hospitality quality * Maintain desired commercial food margins * Develop and refresh food offers each season. |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Previous experience of being a Fine Dining Chef * Able to demonstrate the development of new food offers * Intermediate Food Hygiene Certificate * 706/2 or NVQ2 chef qualification, or equivalent * literate and numerate * Ability to achieve and set standards and operate to performance criteria, with particular regard to hygiene * Ability to work well under pressure * Ability to work effectively as part of a team * Flexible approach to role * Self-motivated * Innovation and creativeness * Good interpersonal skills and ability to communicate effectively with customers, clients, and staff * Good time management and organisational skills |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Growth, Client & Customer Satisfaction / Quality of Services provided | * Leadership & People Management | | * Rigorous management of results | * Innovation and Change | | * Brand Notoriety |  | | * Commercial Awareness |  | | * Employee Engagement |  | | * Learning & Development |  | |

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| 9. Management Approval – To be completed by document owner |
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