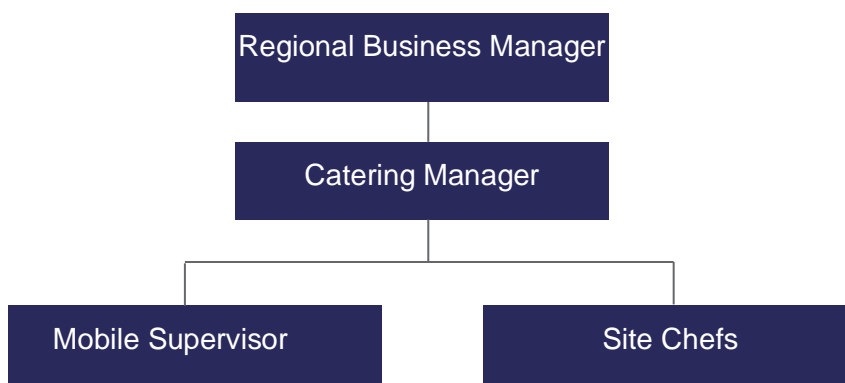


# JOB DESCRIPTION

Position Title	Area Catering Manager	Department	Catering
Generic Job Title	Chef	Segment	G&A
Team Band	Banded	Location	Midlands
Reports to	Regional Business Manager	Office / Unit name	MOJ

## ORGANISATION STRUCTURE

Organisation structure - insert as appropriate for Segment



## Job Purpose

- To lead and manage the provisioning, preparation and delivery of catering production and services across multiply sites. To ensure the departments are run to the agreed standards, ensuring that deadlines and targets are achieved. Be the focal point in driving standards and the customer experience through quality and passion

### Accountabilities or “what you have to do”

#### Growth, client and customer satisfaction

- Have a strong understanding of the catering service offers contained within the client contract
- Ensure the contract is being delivered in a profitable way and manage costs for the client and Sodexo
- Manage the catering food production teams
- To ensure that all the duties and tasks under your control are covered by the staff available.
- To ensure that the preparation, presentation and service are carried out to comply with company standards.

- To provide high personal standards of performance, hygiene and appearance.
- To communicate well and demonstrate a pleasant and polite personality.
- To ensure that all products are well presented and served in a clean, hygienic environment.
- Ensure all necessary food supplies, and related items.
- Hold governance on the daily on menus and recipes.
- To provide an efficient, caring and friendly service to customers in all areas of the catering department and deal with customer requests promptly.
- To ensure counter presentation, back up and service is to the Company's standard.
- To ensure that all kitchens areas under your control are left clean and tidy at the end of each service.
- To ensure always that Company, and statutory regulations of hygiene and safety are adhered to by all members of staff under your control.
- Ensure that all staff performs their tasks correctly, give necessary training and report any matters which you cannot resolve to Management.
- To ensure that all relevant bookkeeping is completed to the company standards.
- To validate stocktaking and protect company assets including commodities.
- To report any customer complaints or compliments and take action if possible.
- To rotate a on call rota providing business critical takeaway offer in failure of the service
- Additional Ad-hoc duties and attend to any reasonable requests by Management.

### **Rigorous management of results**

- Ensure that Sodexo accountancy, documentation and administration procedures are delivered to the required contractual specifications
- Maintain the standards and integrity of the service offers and Service Level Agreement at all times. Carry out a regular service audits and perform activities detailed in the service offer specification under Key Performance Indicators to frequency and level required
- Ensure that stock is managed and controlled effectively
- 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 in order to ensure compliance
- Ensure maximum security of the site, e.g. kitchen, stores, office, safe and cash handling and adhere to all relevant Sodexo policies and procedures
- 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, train and develop all employees following Sodexo HR policy and guidelines
- Manage employees using the Sodexo performance review processes, talent development and succession planning.
- 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
- Continuously 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 the Sodexo recruitment policies and raise the profile of Sodexo in local communities, building relationships with key stakeholders
- Promote the health and well-being of employees
- Live the Sodexo values and promote brand standards as an ambassador.
- Drive all aspects of service excellence across the business area including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards.

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

- Compliant delivery and performance of contracted services as measured through performance management systems and monthly management information reports
- Catering department is achieving financial objectives (profit and cost controls) in line with unit budget and business plans and delivering on-site services to the standards/SLA(s) in the contract.
- Continuous improvements are made to enhance the delivery of onsite services to exceed client's expectations
- Clients perceive and demonstrate satisfaction with services delivered, contract performance and Sodexo employees
- Organic growth (client and sector) opportunities identified and converted
- High performing on-site team, demonstrated through the effective implementation of Focus on Five, Employee Performance Review (EPA) and talent processes and staff engagement surveys
- All operational audits are passed by the unit e.g. Safeguard and Unit business health checks
- Maintain high standards of appearance and personal hygiene

Dimensions	
Financial	Remain within operational budget
Health and Safety	Segment target for LTI
Customer Service	Satisfaction score above 85%

## Competencies

■ Technical knowledge and trade skills	■ Innovation and Change
■ Rigorous Management of Results	■ Brand Notoriety
■ Leadership and People Management	■ Planning and Organising
■	■

## Skills, Knowledge and Experience

### Essential

- 706/2 or NVQ2 chef qualification, or equivalent
- Previous experience of operating in a similar environment
- People management experience
- Excellent communication skills
- 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
- Experience of delivering training
- Understand Service Excellence and deliver Service excellence at all time

### Desirable

- E-ProphIT Trained
- IOSH Managing safely qualification

## Contextual or other information

- Occasional travel and overnight stays will be required to undertake training and other business requirements
- To relieve and assist in other establishments in certain circumstances.
- To attend meetings and training courses as requested.
- This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

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