

# Job Description

|  |                     |
|--|---------------------|
| Function:                                      | Food                |
| Position:                                      | Food Lead           |
| Job holder:                                    |                     |
| Date (in job since):                           |                     |
| Immediate manager<br>(N+1 Job title and name): |                     |
| Additional reporting line to:                  |                     |
| Position location:                             | GSK House Brentford |

## 1. Purpose of the Job – State concisely the aim of the job.

As a Food Lead you will ooze passion for delivering exceptional customer service that builds valuable long term relationships with your colleagues and your customers

You will take ownership of all aspects of the food service, and bring personality, engagement and leadership

You'll love supporting and developing your team and encouraging them to be the best they can be

We expect our Food Leaders to bring excitement, energy and passion to work every day and can get the best from their teams and help deliver a great customer experience

You'll be hard working, dedicated, passionate and happy to support the team for the benefit of the exceptional customer experience

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

- Ensure the team deliver high quality of customer experience across all services including coffee shops, restaurants, hospitality and support bespoke client dinners/events
- Use a variety of communication channels (daily briefs/weekly service meeting/monthly review) to ensure my team are up to date with all that is going on at GSK House
- Ensure the team follow recipes using correct stock and ingredients, follow FIFO (First in First out policy), ingredients are correct for recipe and check and update if any changes to allergens are discovered/noted
- Passionate about delivering high quality food and guest experience and get stuck in to make sure my site and colleagues are always the best they can be
- Regularly observe and coach the team to make sure they are delivering an exception customer experience
- Focussed on the little details, view all services through the customers eyes and find ways to say YES
- Fanatical about Food Safety and Health & Safety processes and procedures so I never cut corners.
- Delivering all requirements in line with Sodexo and GSK policies, site rules and statutory regulations relating to Health and Safety, safe working practices, hygiene, cleanliness, fire and COSHH
- Look out for my own and colleagues' safety and wellbeing at all times and call out any inappropriate behaviours or working practices
- Lead by example in all matters of compliance and Health & Safety and hold at a Food Safety Certificate Level 3
- Work with my team to maintain a consistent focus and to deliver high standards so we achieve "Green" safeguard audits and "5 star" local council audits
- Ensure all training records and all Food Safety / Health & Safety training is completed and up to date
- Keep up to date with all things Sodexo and GSK. I'm interested in what's going on in both companies
- Follow the 3 checks for safety : TEE

Training : Am I trained to do the task

Equipment : Do I have the right equipment to complete the task safely. Is the equipment safe, do I have the right PPE

Environment : Is my environment safe to complete the task

- Ensure all team members have the appropriate PPE and training to use it correctly
- Work with my team to maintain a consistent focus and to deliver high standards

## 3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Passionate about delivering high quality food and service and lead the team to deliver each day
- Pay attention to the detail and follow the brand standards for all customer facing units, counters and displays to keep them looking great
- Keep up to date with retail standards and "check" and "challenge" (with humility) anything that doesn't match the required standards
- Manage the team to display and merchandise all counters, shelves and service areas to the brand SOPs and look for ways to improve the customer experience
- Never walk past something that looks wrong, I'll find a way to fix it
- Ensure all LTOs are in place and merchandised correctly in line with brand standards
- Manage all food services to site standards, ensuring that all monitoring and auditing standards are fulfilled and shared with the Site Lead and WREF client

## 4. 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.

- Complete weekly meetings with my Supervisors and Team Leaders and monthly with any Hosts who are direct reports to compliment the PDR / EPA process and continually develop the capability of all team members

- Check in and manage the delivery of both business as usual and any change or projects with direct reports during the 1-1
- Find ways to help the team develop and progress through informal and formal learning. I support colleagues to design a development
- Regularly observe and coach the team and complete Sodexo Competency Checks to confirm the team are working to the expected standards
- Hire team members who are a cultural fit for the account. Prioritise hiring for attitude and training for skill

**5. 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.

- 4 key business areas : Restaurant, Deli, Coffee shop and Hospitality
- Site population of up to 1500 max
- Team 27 including Head Chef/Food Manager/Supervisors/Chefs/FSA/Stores

**6. Job profile** – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

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Hard working, dedicated, passionate and happy to support the team for the benefit of the exceptional customer experience

Experience of working in Global HQ

Food Safety level 3 minimum

Working across multi function environment

Comfortable liaising with Clients and Guests of all levels

**7. Organization chart** – Indicate schematically the position of the job within the organization. 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.

**Levels**

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|--|---|
|  | ▪ |
|--|---|

Received:

Date:

Date:

\_\_\_\_\_

Job holder

\_\_\_\_\_

Immediate Manager