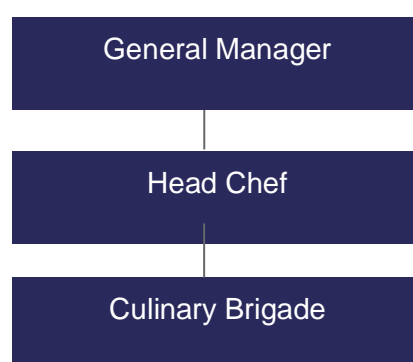


JOB DESCRIPTION

Position Title	Head Chef	Department	Kitchen Operations
Generic Job Title	Head Chef	Segment	Stadia
Team Band	Banded	Location	Fulham Football Club
Reports to	General Manager/Executive Chef Stadia	Office/Unit name	Fulham Football Club

ORGANISATION STRUCTURE:



Job Purpose:

- Lead the team to be successful, driving engagement and ensuring a happy, focussed workforce both with all Sodexo Live! employees and other non-direct resources i.e. casual and agency colleagues.
- Responsible for all food production across the stadium for match day which incorporates The Cottage, owners dining room, player's lounge, press & media zones, the flag, hospitality boxes and concourse retail. You will also manage the provision for all internal and external non-match day events.
- Create and develop menus, food purchase specifications and recipes ensuring calorie counting, allergen data and PPDS requirements are always undertaken and supporting of any dish/menu where required.
- Able to interpret and utilise commercial and financial information
- Develop food craft on site, and with teams in each catering area.
- Develop and monitor food and labour budgets for each department.
- Maintain highest professional food quality and sanitation standards.
- Ensure all Health & Safety areas are kept to Sodexo standards
- To performance manage the day-to-day activities within all aspects of kitchen operations. To drive customer satisfaction and embed customer advocacy within the kitchen operations team.
- To ensure that all costs and expenditure are within confines of the agreed budget. To include: food, casual labour, cleaning, disposables and any other kitchen related costs. Ensure that any costs contrary to budget are appropriately forecasted on a timely basis with the General Manager and Commercial Manager.

- To support the General Manager to lead the culinary operations team deliver service excellence as per the agreed Service Level Agreement between Sodexo and Fulham Football Club. To grow services in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with Client and Sodexo expectations
- To support the Group Executive Chef for Stadia to write menus and continuously work to develop and improve the food proposition at Fulham Football Club, ensuring that our offer remains on trend and relevant within the wider hospitality sector.
- To recruit, train and develop a kitchen workforce, ensuring the continual succession planning of the kitchen operations team, in line Sodexo HR policies and procedures. To ensure strict time management ensuring a good work life balance of the kitchen operations team, through effective management of lieu days and holidays. To include holding 1-2-1 meetings and team meetings.
- To ensure that the Sodexo Purchasing policies and procedures are managed and upheld by the kitchen operations team, to include the strict use of nominated suppliers only, unless otherwise specified by the Client.
- To implement and comply with all Sodexo and statutory Health and Safety and Food Hygiene requirements. To manage and ensure accountability for good housekeeping, stock management and rotation, COSHH, cleanliness and tidiness.
- To work closely with the FOH Operations and Sales and Marketing team to ensure seamless interface between the three departments. Through close collaboration, work to continuously improve the aesthetics and presentation of food and service presentation standards, ensuring that our offer remains on trend and relevant within the wider hospitality sector. To continually evaluate the local restaurant, street food, retail and conference and events market-places, ensuring that our offer is competitive and optimised within the current confines of our physical space.
- To support the General Manager to oversee and manage all internal Client services and any future projects regarding the Riverside Pier.
- To support the wider Sodexo business both on site and off site during the closed season, as and when required.
- To proactively support all departments and staff within the onsite team and to carry out other reasonable tasks as directed by management.

Accountabilities:

■ Leadership and people

You will role model the company values and ensure they are reinforced at every opportunity. You will provide leadership and clear direction on all aspects of your business area, ensuring your own team deliver on business objectives and are recognised for their contribution. You will support in the delivery of the people plan and develop the future capability of your front line teams. You will lead by example and champion effective communication. You are responsible for assisting in recruitment, induction and development of your employees and will manage the performance of your team in line with Sodexo HR policy and procedures and annual performance development review process (EPA/PDR).

■ Customer Advocacy

You will ensure high levels of customer satisfaction are monitored, measured and managed and all of your team demonstrate excellence in customer service at all times. You will manage customers proactively, ensuring their expectations are exceeded through anticipating customer needs and acting on customer feedback. You will champion customer advocacy within own team to deliver better service and drive customer retention.

■ **Service excellence in Hospitality**

You will drive all aspects of service excellence across your business including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards and demonstrate and understanding of the importance that the brand, service consistency and customer loyalty plays in generating repeat and new business .

You must ensure that you and your team work to recognised and expected standards ensuring the offer is meeting the customer's needs through full and correct use of company tools. In partnership with subject matters experts you will champion and embed service excellence initiatives across your business area and ensure that all services are aligned to the client and customer needs and deliverable within budget.

■ **Risk, governance and compliance**

You are accountable for full compliance and understanding of all company risk, reporting and governance processes. You will ensure that these are fully applied, complied with and adhered to within own business. As guardian to Sodexo & FFC stock you are responsible for any discrepancies incurred intentional or otherwise by self or own team.

You will champion food hygiene and safety and be a point of advice for your team on all legislative, statutory and company policy and procedures applicable to Food Services. You will provide resilient and consistent application of policies, processes and procedures ensuring full compliance and understanding of all company risk, reporting and governance processes.

■ **Financial management**

You are responsible and accountable for the financial delivery and performance of your business area in line with annual budgets. You are responsible for ensuring all financial targets are achieved within the framework of financial control. You are responsible for contributing to the monthly financial review process against KPI's and ensure follow up on all improvement plans to support delivery of budget at local level.

■ **Relationship management client and team**

You are responsible for managing local client and customer relationships and developing and maintaining strong business relationships. You must seek to understand the client's business environment and drivers, developing and maintaining strong relationships and establishing a network of client contacts. You will manage clients proactively and professionally, in line with Clients for Life®, ensuring Sodexo delivers service in line with the client's business objectives. You will understand the importance the client places on partnering principles and endeavour to establish a dynamic and positive culture for co-operative business relationships and improvements to service.

■ **Operational management**

You are responsible for overseeing the operations of your business area and managing its compliance with legal, regulatory and company requirements. You will effectively manage continuous improvements, taking corrective action where necessary and informing line manager of performance issues. You will ensure robust health and safety procedures are implemented, reviewed and reported on a regular basis.

You are responsible for organising work rosters to ensure effective resourcing for all trading hours and opening/closing work activities, managing annual leave and arranging day to day cover for unplanned absence. You will ensure all procedures are being followed in regards to timesheets and payroll processed to company timelines, alongside administering all necessary paperwork in regards to employee signing in paperwork, timesheets and employee personnel files in adherence to company guidelines.

Key performance indicators (KPIs):

- Contribution to gross profit and improvements to budget performance as determined by segment business objectives.
- Revenue growth and delivery of year on year performance in your business area.
- Compliance to company and statutory regulations relating to safe systems of work, health and safety, food safety and COSHH. Performance results measured through EHO, Safeguard, Near Miss reporting, Corporate audits, LTIR performance.
- Continued professional development within industry sector. Performance results measured through industry awards programmes, including Premier League Survey, Stadium Experience Awards etc.
- Operational excellence in labour management and performance. Performance results measured through monthly financial performance versus budget.
- Employee engagement through team performance, succession planning, reward and recognition. Performance measured through annual Sodexo Engagement Survey, Investors in People and Retention Rates.
- A well-developed internal and external network. Performance measured through the Sodexo Clients for Life Survey and contract retention.

Skills, knowledge and experience:

Essential

- Demonstrate experience of working in a similar role within the service industry at a comparable level in a company
- Demonstrates culinary innovation and awareness of marketplace culinary trends
- Good numerical and communication skills, must be able to demonstrate effective verbal and written communication
- Management knowledge of health & safety and food safety
- Able to work on own initiative within a team environment
- Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
- Able to demonstrate attention to detail and adherence to standards
- Analyse problems analytically, develop opportunities and implement innovative solutions

Desirable

- IOSH qualification or equivalent
- Supervising Food – Level 3
- Proven experience of managing client relationships
- Proven track record of leading, managing and developing a team
- Experience of working in a similar environment

Contextual or other information:

- Travel may be required to undertake training, development and supporting the wider SLT business
- May be required to work unsociable hours in line with business requirements
- Flexibility on work schedule will be required at times

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