

Head / Lead Chef



Function:	
Job:	Head / Lead Chef
Position:	Chef Manager 1 (J2)
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	UK Food Services Manager (interim)
Additional reporting line to:	
Position location:	GSK House, Brentford

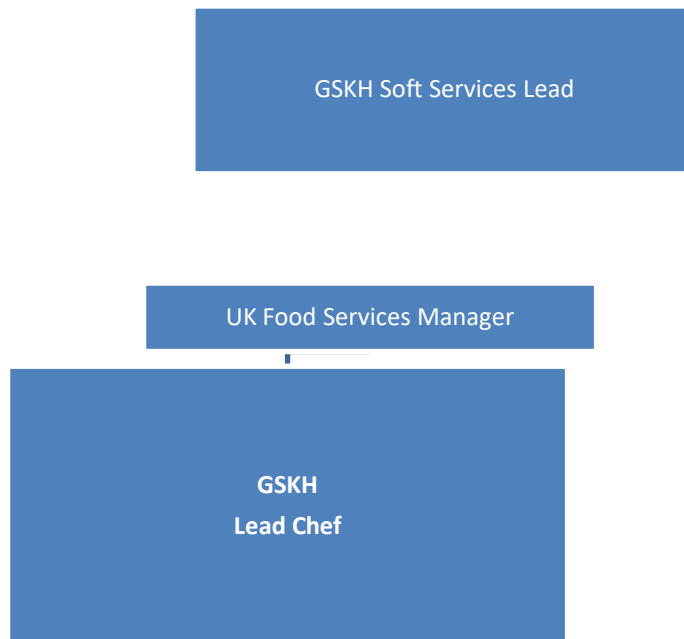
1. Purpose of the Job – State concisely the aim of the job.

As a Lead Chef you will ooze passion to deliver exceptional customer service that builds valuable long term relationships with colleagues, customers and clients. You'll be an inspirational leader who loves getting the best from all of your team and supporting them to be the best they can be.

At SMART Kitchen, we believe the food should always be the hero; it should be prepared with love, presented with care, and be consistently delicious. We are looking for Lead Chefs who bring excitement, energy and passion to work every day and can get the best from their teams and deliver financial success

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.

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5. So what will you be doing?

- I work in partnership with the Food Lead to deliver high quality food and coffee to the brand standard.
- I coach the team around me to deliver excellent guest experiences and encourage the team to find a way to say yes to guests
- I oversee the menu and quality of food served across all services including coffee shops, restaurants, hospitality and bespoke client dinners / events
- I manage the food P&L within the agreed budgets and forecasts. I review finance and performance weekly with the Site Lead and agree actions to drive success and manage recovery plans to meet budgets
- I control all costs including labour, expenses and cash purchases. I agree additional spend with my line manager
- I plan ahead to meet business and customer demands. I ensure we have the right people, in the right place, at the right time and within the agreed budget
- I use a variety of communication channels (daily briefs / weekly service meeting / monthly review) to ensure my team is up to date with business as usual, innovation and strategy
- I analyse daily production, sales and wastage records (online and in kitchen records) to plan and forecast production for future menu cycles
- I use production planning to order the correct stock ready to deliver the menu plan and all promotions
- I manage stock requisition for all production areas / coffee shops so they work on a first in – first out basis
- I work with suppliers to get consistently great products. I feedback when quality or accuracy hasn't been achieved and chase for credits
- I work with the team to display and merchandise all counters, shelves and service areas to the brand standard
- I keep up to date with retail standards and ranges and make sure my site follows all Sodexo standard planograms
- I review and use customer feedback (Comm cell feedback, Personix, Workplace, Happy or Not and preference survey results) to influence the decisions I make. I use the data to make recommendations to the above site team to find solutions to drive sales
- I use Lean Path to manage waste and keep the team up to date with ways to reduce wastage. We review our reports and make changes to production and service to reduce waste
- I brief the team on portion sizes and check in during service to make sure we are delivering the right amount of food for guests
- I 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

- I manage the implementation of all relevant sections of the Quality Assurance Audit and complete routine audits at a frequency as indicated in the “Unit Activity Calendar”.
- I regularly observe and coach the team and complete Sodexo Competency Checks to confirm the team are working to the expected standards
- I’m on top of all equipment checks to make sure everything we use is in safe working order, maintained regularly and serviced. I report any faults to management/client, ensure they are rectified and ensure equipment is not used until safe
- I make sure all team members have the appropriate PPE and training to use it correctly
- I regularly review training records to keep them up to date and make sure all new colleagues complete a full induction programme
- I hire team members who are a cultural fit for the account. I prioritise hiring for attitude and training for skill

7. You need to be this kind of person

- Flexible and prepared to work across different areas within the food team and other services to deliver seamless service for my customers
- Fanatical about Food Safety and Health & Safety and deliver all Food Safety and Health & Safety requirements in line with the Sodexo and GSK policies, site rules and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH
- I’m passionate about delivering high quality food and guest service and get stuck in to make sure my site and team are always the best they can be
- Curious and ready to ask questions to clarify understanding so you make the right decisions
- Commercially minded with an understanding of the financial levers within your control to manage to support the delivery of a financially successful food business
- Proud of the service you give to customers and always thinking about things to say or do to anticipate customers’ wants or need
- Open and receptive to feedback and prepared to try something different to help you to be better
- Careful to reduce unnecessary waste
- Quick to apologise if something goes wrong and remain cool and calm as you make it right
- Alert to customer feedback and aware of High Street trends to make product recommendations and menu suggestions
- Keen to keep learning and look for ways to make sure you are the best you can be
- Up to date and interested with all things Sodexo and GSK.
- A good team player and love working with others to deliver excellent guest experiences

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			