

Job Description: Head Chef

Function:	Corporate Services ROI Segment
Job:	Salaried
Position:	Head Chef (Unit is 24/7 and open all year to include Christmas Day)
Job holder:	TBC
Date (in job since):	TBC
Immediate manager	Catering / Business Manager
Additional reporting line to:	Soft Services Manager
Position location:	Pfizer Grange Castle, Dublin, Ireland

1. Purpose of the Job

- To produce all catering services at the required times to the company's standards, within the agreed specification and to the agreed performance, qualitative and financial targets. To take responsibility for the unit in the absence of the Catering Manager alongside the Senior Assistant Manager.

2. Dimensions

Total annual revenue budget: more than €1.500.000
No of services managed: Food & Hospitality Services
No of direct reports: Ten Kitchen and Eight Back of House Members
Scope of position: To provide continuous Innovation, Quality, Stability of Offer and Personnel.

3. Organisation chart

Account Manager

Soft Services Manager

Catering / Business Manager

Head Chef

4. Context and main issues.

- Creating a team ethos – Kitchen and rest of staff working together for a common purpose
- To anticipate and respond to challenges in terms of customer and client expectation
- Strategic thinker, looks forward with new ideas and innovations, strives to keep the food offer 'fresh'
- Strong rapport with Client, ability to communicate, ensures that the Sodexo brand is protected at site

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

- Maximise profitable sales by the introduction and maintenance of food offers across the site. Actively seek and identify opportunities for food and drink growth within the contract.
- Control costs such as labour, cost of sales, expenses, food in line with budget. Review rota's regularly to ensure efficiency is in place across the Back of House operation. Deliver budgeted GP%, and turnover for account/s as agreed with line manager.
- Conduct regular reviews of current operating costs, (margins and labour) to ensure that Sodexo is achieving optimum profit.
- Comply with all company health and safety procedures, site rules and statutory regulations including Health and Safety, Food Hygiene, Safe working Practices.
- To report and take positive action regarding customer comments or complaints, to establish and maintain the standards and integrity of the service always offer and contracted SLA'S/KPI'S., thus ensuring high levels of customer satisfaction.
- To ensure that documentation and administration procedures are carried out as per daily trading and Drive, Leanpath, Kelsius requirements are completed in an accurate and timely manner.
- Manage the BOH team, performing regular performance reviews with direct reports and taking positive action where needed with training and development.
- Ensure the effective delivery of all hospitality requirements, evaluate the offering on a continuous basis and introduce new offers and products in line with market trends.
- To develop and grow strong relationships with individuals at all levels within the Unit and client organisation.
- Actively seek and identify opportunities new offers and incorporate three Theme Events per month.
- Lead and Manage by example.
- Assist the Catering Manager so that all food related financial targets are achieved within a framework of absolute financial control
- Ensure compliance with company purchasing policy
- Liaise with Stores Lead and ensure prompt and efficient deliveries to the agreed standards.
- Responsible for recruitment and management of BOH personnel, including personal development, reward and recognition, appraisals, health & safety, and communication of shared goals.
- To ensure the premises are kept to agreed level of cleanliness, and always maintain safe working practices
- To control overtime expenditure undertaken as part of the contract including managing absence and other employee related costs
- To represent Sodexo at client meetings as required
- To attend appropriate training courses, conferences and meetings as directed by the company or client
- Recruit, manage, train, motivate and appraise staff to promote good employee relations and operate within Company procedures. (Staff appraisals to be conducted at least annually). To ensure individual needs are recognised and met either through on or off job training.

6. Accountabilities

- Understand and interpret P & L reports
- Compliance to Service Level Agreement
- H & S Compliance
- Client retention
- Client satisfaction
- Unit audit scores with Safegard a mandatory "Green"
- Staff turnover & recruitment
- Internal compliance standards as defined by Client

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Track record of success in a similar senior role
- Experience in Sodexo policies, procedures and systems is desirable though not essential as full training will be given
- Proven experience of developing excellent staff relationships
- Absolute Competence in designing, cooking and serving high volume recipes.
- Experienced in leading company initiatives relating to food, drink, promotions
- Experience in identifying and implementing new products and ideas
- Experience in leading and managing a high performing team
- Strong communication and negotiation skills
- Passionate about fresh quality food
- Experience in hospitality/functions to the highest standards
- Experience in managing difficult situations either team or client led
- Good organisational skills, and time management essential due to size of operation on site
- Experience working in a standards/compliance environment
- Self-motivated with the proven ability to work well under pressure
- The ability to set and achieve standards and operate to performance criteria (KPI's)
- The ability to implement new initiatives, Theme Days,.

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

- Proven experience in managing and leading a kitchen team
- Industry acumen and knowledge of external catering developments & innovations
- Strong financial understanding and demonstrable cooking ability
- Experienced in adhering to and driving company food initiatives
- Personal innovation and passion
- Demonstrative customer focus and service skills
- Strong communication and negotiation skills
- Experience working in a standards /compliance environment
- Relevant qualification and training

