**EXPERTISE**

Job description

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| Function: | Government and Agencies - Defence |
| Position: | Chef manager |
| Job holder: Vacant |  |
| Date (in job since): |  |
| Immediate manager  (N+1 Job title and name): | Food services manager |
| Additional reporting line to: |  |
| Position location: | Merville Barracks, Colchester |

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| 1. Purpose of the Job – State concisely the aim of the job. |
| * *To plan, organise and coordinate PAYD catering including training and development of chef teams across Colchester PFI Catering Services* * *To perform and supervise the day to day activities and delivery of catering services.* * *To ensure standards of service detailed in the service level agreement and within the schedules of the contractual terms and conditions are achieved, maintained and developed* * *To grow services in order to meet client and commercial expectations whilst maintaining strict mar-gin controls in line with Sodexo expectations* * *Continually monitor all food standards and hygiene standards and ensure they are maintained at the highest level*   *To drive catering performance through adherence to all promotional activity and marketing initiatives* |

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| 2. 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. | | | | | | | | | | |
| Revenue FY13: n/a |  | | EBIT growth: |  | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | n/a |
| EBIT margin: |  |
| Net income growth: |  | Outsourcing growth rate: | n/a | HR in Region | n/a |
| Cash conversion: |  |
|  | | * n/a No direct reports. Mobile unit position | | | | | | | | |

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| 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. Please show the job titles not the actual people doing the role, i.e. Finance Manager, Project Manager |
| Guest Services Manager  Food Services Manager  Head of Talent  Chef Manager |

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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * A Contribution to gross profit and improvements to margin performance as determined by segment business objectives * Revenue growth and delivery of year on year performance in your business area in line with contract targets * Year on year balanced scorecard improvement in health & safety; environment; risk; client satisfaction; and quality * Operational excellence in labour management and performance * Employee engagement and IIP * Well developed internal and external network * Continued professional development in industry sector * Reduction wastage against company and individual targets |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Day to day catering support including stock management and service delivery * Development of current and future food offers * Development of catering teams, including contracted MOD personnel |

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| 6. 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. |
| *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, operational and*    *people, ensuring your own team, deliver on business objectives. You will support in the delivery of the people plan and on the back of this, developing future capability of your front line teams. You will lead by example and champion effective communication. You are responsible for the recruit-ment, induction and development of your employees and will manage the performance of your team in line with Sodexo HR policy and procedures.*  *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. You are accountable for stock controls within your business area and as such are responsible for self and business area adherence to all stock company procedural compliance. You are guardian to Sodexo stock and are therefore responsible for any discrepancies incurred intentional or otherwise.*  *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 envi-ronment 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 compli-ance with legal, regulatory and company requirements including the quality management system (QMS). You will effectively manage continuous improvements, taking corrective action where nec-essary and informing line manager of performance issues. You will ensure robust health and safety procedures are implemented, reviewed and reported on a regular basis.*  *Service excellence*  *You are responsible for driving all aspects of service excellence across your business area including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and service standards. 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 defence client and customer needs and deliverable within budget.*  *Continuous development*  *You are responsible for continual development and improvement for the catering services, resulting in improved services, increased sales and reduced costs. Continually monitor financial performance (e.g. supply chains, sales, labour, expenses, internal issues) to ensure that the pre-set budget figures are maintained and improved. When variances occur, to provide written explanation of costs and implement action plans for correction.* |
| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Essential   * Demonstrate two years’ experience of working in a similar role within the service industry at a com-parable level in a company * Good numerical and communication skills, must be able to demonstrate effective verbal and writ-ten communication * Proven experience of managing client and/or customer relationship * Management knowledge of health & safety and food safety * CIEH level 3 qualification or equivalent * Able to work on own initiative within a team environment * Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook) * Proven experience in catering sector, including stock management, cash control and customer service * Able to demonstrate attention to detail and adherence to standards * Must have one of the following qualifications or equivalent:- BSC (Catering), MHCIM, HND, City and Guilds 706/1 and 2, NVQ level 2 and 3 and possess an intermediate level food safety certifi-cate * Analyse problems analytically, develop opportunities and implement innovative solutions   Desirable   * IOSH qualification or equivalent * Proven track record of leading, managing and developing a team * Experience of working in a military environment   Contextual or other information   * Travel and overnight stay may be required to undertake training and other business requirements * To act as the duty manager on call when required * 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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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Growth, Client & Customer Satisfaction / Quality of Services provided | * Leadership & People Management | | * Rigorous management of results | * Innovation and Change | | * Brand Notoriety |  | | * Commercial Awareness |  | | * Employee Engagement |  | | * Learning & Development |  | |