

# Job Description: Catering Site Lead Priory Hospital



Function:	Health and Care
Job:	Sous Chef
Position:	<b>Sous Chef</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Karen Dilloway – Catering Manager
Additional reporting line to:	Peter Smith – Regional Operations Manager Angel Angelov – Regional Manager
Position location:	Priory Hospital Bristol

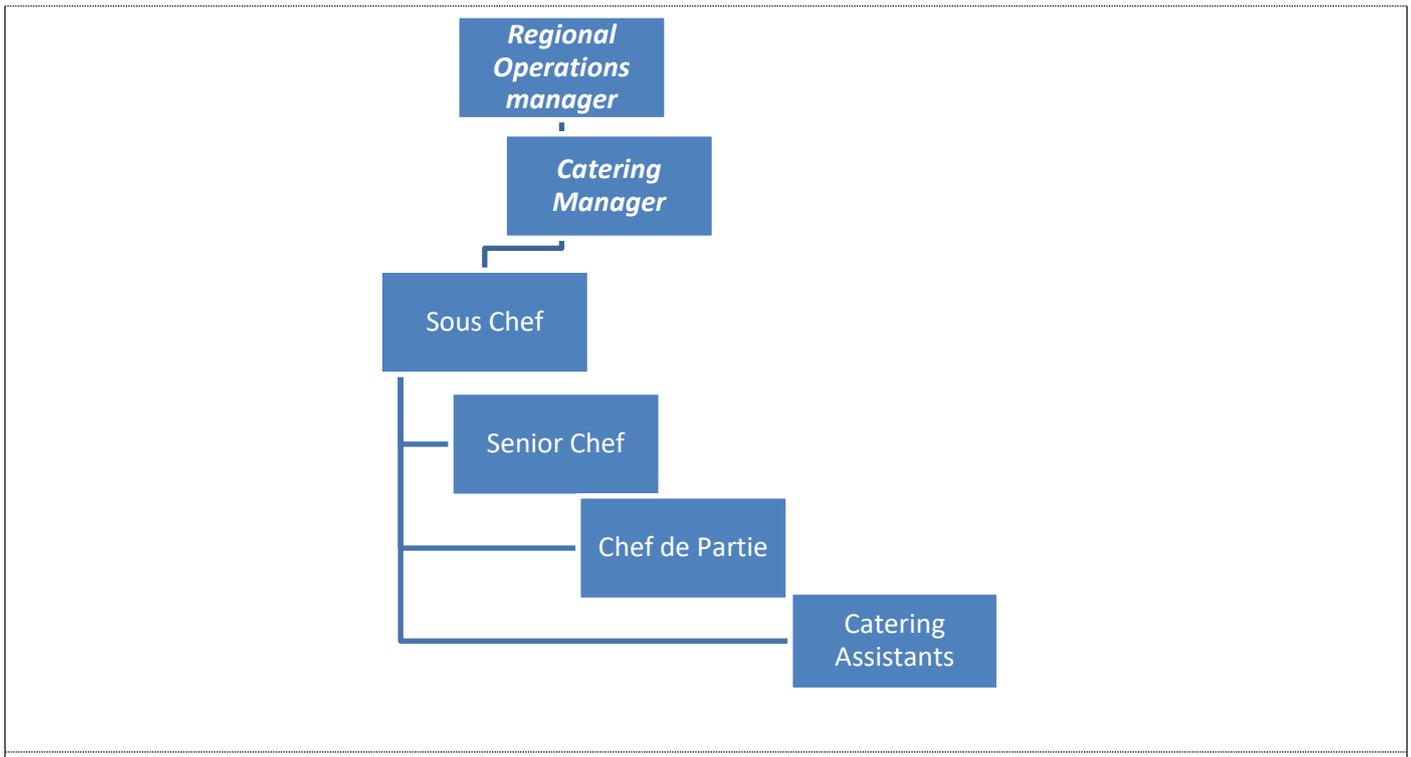
## 1. Purpose of the Job – State concisely the aim of the job.

- To assist in managing and developing a customer focussed patient and staff catering service provided at The Priory Hospital
- To ensure that the catering service is delivered to the contractual agreement in an efficient and effective manner within budgetary constraints and in compliance with all relevant legislation and Company Policy.
- To assist the Catering Manager all in the day-to-day operation and financial performance.
- To Deputise for the Catering Manager in their absence and Manage the operation

## 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 FY23:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Number of staff	12	
		EBIT margin:	tbc					
		Net income growth:	tbc			Services	Catering, feeding / Hospitality	Patient staff &
		Cash conversion:	tbc					
Characteristics								

## 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.



**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.

- Ensure services at the Priory Hospital remain within budgetary remit and are managed to contractual and legal requirements.
- To assist in recruitment, motivate and manage the catering staff, ensuring they are fully trained and developed for the roles they hold. Ensure that any Priory specific training is delivered within correct timescale for site specific training.
- Ensure that site Rota's are shared with the Sodexo team at least 1 week in advance / any shortfalls to deliver operational compliance are raised with Line Manager to ensure agency support is booked.
- Line management of catering Staff, ensuring compliance with recruitment & selection and other HR guidance policies.
- Actively participate in and, where necessary, lead local catering focus groups, and will be responsible for setting up catering user forums and alternative methods of communicating effectively with employees.
- Liaising with site client and dietitians when necessary

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

- Order all provisions in line with Sodexo ordering policy and using nominated Sodexo suppliers
- Ensure that all areas of the kitchen and food service areas are kept clean and well maintained. Reporting any defaults and ensuring completion of outstanding issues
- To pass all internal and external audits such as safeguard, EHO and Priory audits
- To managing the team to achieve the desire results driving forward service excellence and delivering quality.

- Train all members of the team using the Sodexo GREAT training cards, induction, Priory training and competency observations
- To ensure the weekly rotas are complete in the correct time frame and labour is managed within budget agreements
- Comply any reasonable requested by your line manager in the required time frame
- HR issues are dealt with in accordance to training
- Manage your emails and correspond in a timely professional manor
- Management of the sites labour KRONOS system is fully functional to the business needs.
- Ensure all staff maintain and deliver a quality service according to set work schedules and procedures.
- Responsible for liaising with dietary specialists to further enhance the patient dining offer
- Responsible for compliance on food and H&S legislation, ensuring effective communications with all Hospital state holders taking necessary actions within area of responsibility
- Ensure that health and safety standards are understood and delivered across the site. This must include any agency staff and all employees from their first date working on site
- Ensure that Health and Safety is managed in accordance with all legislation and Company and Client standards, policies and procedures. Ensuring employees are working safely at all times, that all non compliance is dealt with and to ensure that accident investigation reports are completed thoroughly and within set timescales.
- To implement and maintain all Statutory and Company policies and procedures, communicating it to all staff and ensuring full compliance
- Ensure achievement of high levels of client and patient satisfaction and monitor these on regular basis.
- To establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organisation
- Responsible for visual audits and ensuring maintenance takes place after liaison with site Facilities Manager
- Ensure that all equipment is in safe working order, checked regularly according to electrical safety check audits and is secured when not in use.
- Responsible for the recruitment of direct reports and for ensuring recruitment is managed fairly and effectively for the service; ensuring vacancies are kept to minimum and service levels & labour costs are not impacted by this.
- Responsible for managing staff within area of responsibility in line with the appropriate policies in relation to issues including conduct, performance, absence, grievance, fair treatment, pay progression, leave and all other HR policies
- To ensure that all mandatory training for staff is adhered to and training plan is followed.
- Champion the CARES programme to ensure all staff are committed to delivering high levels of customer service at all times communicated
- This job description is not intended to be exhaustive and will be amended in light of the changing needs of the service.

**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** - The role holder will role model the company values and ensure they are reinforced at every opportunity at The Priory Hospital. The role holder will provide leadership and clear direction on all aspects of the assigned operational business area, ensuring assigned employees deliver on business objectives. The role holder will lead by example and champion effective communication and leadership on performance and development of assigned employees and will manage the performance of those employees and support other department managers to achieve this, in line with Sodexo HR policy and procedures.

- **Risk, governance and compliance** – The role holder is accountable for full compliance and understanding of all company risk, reporting and governance processes within their assigned operational area. The role holder will ensure that these processes are fully applied, complied with and adhered to within assigned operational business area. The role holder is accountable for any cash and stock within the assigned operational business area where applicable; therefore, cash and stock company procedural compliance is a requirement.
  
- **Relationship management, client and team** – The role holder is responsible for managing client and customer relationships and developing and maintaining strong business relationships. The role holder must seek to understand the client’s business environment and drivers, developing and maintaining strong relationships and establishing a network of client contacts.
  
- **Service excellence** - The role holder will be responsible for driving all aspects of service excellence across their operational business contract including brand integrity, quality, compliance. The role holder will ensure that work is appropriately 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 client and customer needs and deliverable within budget.

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

- Proven experience of leading a team within a comparable service environment, Healthcare experience desirable but not essential
- Financial awareness and understanding - cost control, revenues & margin within a Catering service
- Ability to communicate effectively with patients, visitors, colleagues, clients
- Ability to work independently, flexibly and professionally – dealing with stressful and changeable situations
- Experience of delivering relevant training, using company guidelines
- Understanding of relevant Health and Safety, Employment and other legislative requirements
- Strong attention to detail and adherence to standards
- Proven IT skills, ability to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
- Ability to deal with stressful situations with a flexible approach to the role
- Analyse problems analytically, develop opportunities and implement innovative solutions.

**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	

**9. Management Approval**

Version		Date	17/03/2025
Document Owner	Peter Smith		