

Function:	Sodexo Live!
Position:	Head Chef – Keepers House – Royal Academy of Arts
Job holder:	
Date (in job since):	29 th October 2024
Immediate manager (N+1 Job title and name):	Deputy General Manager – Royal Academy of Arts
Additional reporting line to:	General Manager – Royal Academy of Arts
Position location:	Royal Academy of Arts – The Keepers House

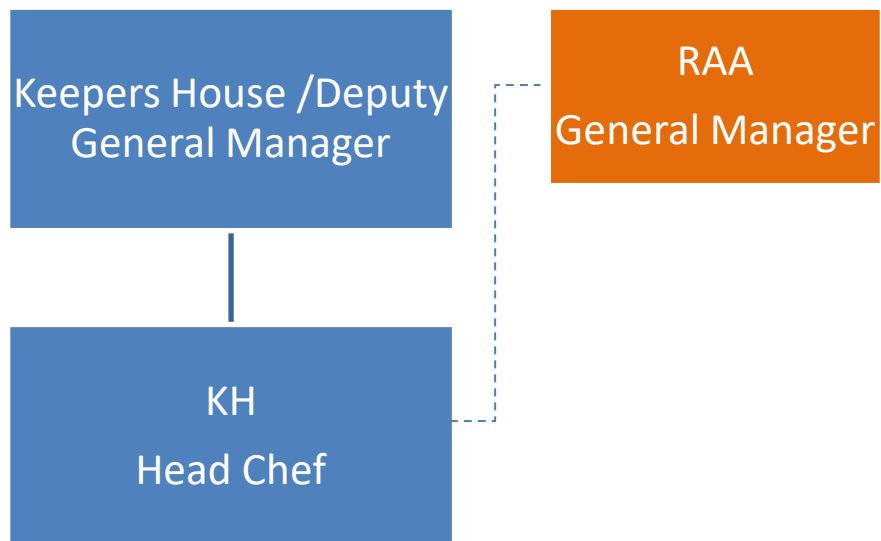
1. Purpose of the Job – State concisely the aim of the job.

- To ensure the smooth running of the day-to-day culinary business within RAA/KH, always striving to be the best and produce the best food possible.
- Managing all costs in line with agreed budgets and forecasts with Deputy General Manager and the General manager
- Managing the culinary team on site
- To manage and process rota's, daily labour inputting and assist in weekly labour reports.
- To executive and monitor exceptional Food Safety and Health and Safety standards within RAA/KH
- To carry out any other reasonable tasks as directed by your line manager or any senior member of the craft team. This includes supporting HPL events within Cultural Destinations.

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.

	FY23- 24	
	Financial	Purchasing spend is controlled by General Manager alongside the client
	Staff	Offer delivery is primarily supported by the on-site team plus casual workforce.
	Other	Purchasing of products only from Sodexo nominated suppliers

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.

- To ensure the effective day to day running of the kitchen and preparation areas
- To ensure that all food is prepared with due care and attention, particularly regarding customers' special dietary/allergy requirements
- Effects financial performance to budget and actual costs compared to forecasts including profit margins and targets are met or exceeded
- Ensuring best practice procedures and policies are consistently applied throughout the kitchen
- Client and Customer satisfaction in food is improved and maintained
- Compliance to company and statutory regulations relating to "SEMS" safe systems of work, health & safety, hygiene, cleanliness, Fire, COSHH
- Recruitment, retention, and development of kitchen team
- Ensuring support during the busiest time of the year, with a particular focus on school breaks

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

Service, Client & Guest Care:

- To work with the onsite team to understand customer expectations, comments and handle complaints.
- Ambassador of site Health & Safety protection and updates
- Site champion of allergen procedure including staff training
- To consistently prepare and cook all food to the standards and dish specifications and train the team to do the same
- Manage and implement food par levels and reduce holding stock while ensuring we do not run out of any key items
- Provide accurate administration of all paperwork generated at office level.
- To be hands on and present during service hours
- Maintain a high service level in responding to management enquires and/or request
- Ensuring that Food safety and Health and Safety policies are followed
- To ensure kitchen team are fully trained
- To ensure the kitchen is fully stocked and prepared at correct times

Leadership & People:

- Provide training when required to the kitchen team
- Manage and record all back of house employee sickness & absence
- To be responsible for the performance of the whole kitchen team and the delivery of service and quality food
- Be a role model to the team
- Use new initiatives to improve systems and procedures within the site
- To inspire, energize, improve product knowledge and service quality

Managing Standards and Quality

- To lead by example and ensure the kitchen team have excellent levels of personal hygiene and presentation standards
 - To be consistently punctual for all scheduled shifts in order to demand the same discipline from the team
 - To ensure opening and closing procedures are adhered to in every shift
 - To ensure the kitchen is clean using effective cleaning rotas and keeping records
 - To create specials to the required standards
 - Ensure security, integrity and confidentiality of data
 - To order and accept all deliveries to Company standards and to ensure that all stock meets both company and legal standards
 - To be responsible for accurate record keeping, security and safe storage off all deliveries
 - To operate and have a thorough understanding of all statutory requirements under Environmental health regulations, such as Food Hygiene, Fire Safety, General Health and Safety, Coshh and Haccp
 - To review Hygiene and Safety Reviews and EHO audits and take appropriate action
 - To ensure the whole team are trained in the safe handling and usage of knives
 - To monitor all equipment and resolve any maintenance issues in cooperation with the Executive Head Chef and GM
 - To order, store and carefully use all kitchen equipment and supplies
- To maintain all kitchen equipment as well as possible to minimize maintenance costs in particular the water softening and de scaling the dishwashers
- To incorporate required in house maintenance into the weekly cleaning checklists

Financial Management:

- To ensure team holidays & time off are planned fairly & rotas are completed in advance, including your own
- Ensure all staff accurately record working hours
- Raise any discrepancy and/or concerns with hours recorded
- Prepare annual estimates of expenditure and maintain budget
- To ensure rota is signed every day
- To ensure rotas are correct and team holidays and time off are planned fairly.
- Manage the weekly accounts system in support of the management team
- Assist and complete the food flash report weekly
- Administer all paperwork and delivery notes safely and accurately
- Ensure all goods are stored safely and appropriately
- To accurately perform stock count weekly and record wastages daily
- Maximizing savings through stock control, to eliminate wastage

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.

- Overall management of culinary team
- Ensuring all systems are accurate and maintained
- Driving profitability through accurate reporting and negotiations with suppliers
- All Health & Safety responsibilities are understood and adhered to at site level
- There is a positive team culture where all team members work together and support each business area as required.

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

- 1 year + experience in a similar role
- Ability to work unsupervised and meet deadlines
- Good communication skills
- Knowledge of stock rotation and control
- Be methodical and ensure operating procedures are enforced and developed
- Well organized and focused on service delivery
- Self-motivated and ambitious
- Level 3 Food Hygiene Certificate
 - Industry acumen and knowledge of catering developments & innovations

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

<ul style="list-style-type: none"> ■ Growth, Client & Customer Satisfaction / Quality of Services provided 	<ul style="list-style-type: none"> ■ Leadership & People Management
<ul style="list-style-type: none"> ■ Rigorous management of results 	<ul style="list-style-type: none"> ■ Commercial Awareness
<ul style="list-style-type: none"> ■ Brand Notoriety 	<ul style="list-style-type: none"> ■ Employee Engagement
<ul style="list-style-type: none"> ■ Learning & Development 	<ul style="list-style-type: none"> ■ Compliance Standards

9. Management Approval – To be completed by document owner

Version	1.0	Date	October 2024
Document Owner			

10. Employee Approval – To be completed by employee

Employee Name	Luiz Antonio Monteiro Ribeiro	Date	29 th October 2024
---------------	-------------------------------	------	-------------------------------