

## **Job Description**

**Job Title:** Chef

**Place of work:** Catering Services under the control of Sodexo Ltd

**Division:** Healthcare

**Reports to:** Hotel service Manager

**Purpose of the Role:** To produce meals and services at the required times to the company's standards, within the agreed specification and to the agreed performance, qualitative and financial targets. To be responsible for cleanliness and safety within the kitchen and servery areas.

### **Duties and Responsibilities**

#### **1. Finance**

- 1.1 Ensure that the Company's accountancy documentation and administration procedures are carried out to the Sodexo Way Compliance Standards.
- 1.2 Ensure that all costs and expenditure are within the budgeted levels agreed between the Client and Sodexo. Control all costs such as cash purchases as agreed with your line manager.
- 1.3 Ensure tariff prices are correct, that all catering services are costed and charged according to the terms of the contract.
- 1.4 Maintain levels of stock to the agreed establishment targets.

#### **2. Quality of Food and Service.**

- 2.1 Ensure that methods of preparation, production and presentation comply with Sodexo's standards and procedures.
- 2.2 Obtain purchases from Sodexo nominated suppliers.
- 2.3 Comply with all relevant sections of the Quality Assurance Audit. 'Walk the floor' during service periods to ensure that excellent levels of service are being delivered to the customers.

#### **3. Hygiene, Health and Safety**

- 3.1 Comply with all Company & Client policies, site rules and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place and training of staff.
- 3.2 Ensure that all equipment used, is in safe working order, checked regularly and serviced. Report any faults to management/client, ensure they are rectified and ensure equipment is not used until safe.
- 3.3 Ensure that all equipment, monies and the overall establishment, is safe and secure at all times.

#### **4. Personnel and Training**

- 4.1 Motivate and staff to promote good employee relations and operate within Company procedures, legislation and the Investors in People standards. Ensuring that individual needs are recognised and met either through on or off job training.
- 4.2 Ensure that all Sodexo employees project a positive, approachable, friendly and professional image.
- 4.3 Comply with the procedures as laid down within the Unit Personnel Manual or as advised by the Human Resources Manager.
- 4.4 To attend an annual appraisal with your Line Manager and to agree and take ownership of your training and development needs.
- 4.5 Attend Company Training Courses and meetings as requested.

#### **5. General Responsibilities**

- 5.1 Ensure the standards across the site(s) are in accordance with the Service Level Agreements and Key Performance Indicators specified in the service contract
- 5.2 Ensure the prompt provision and efficient service of all meals and catering requirements at the specified time to the standards laid down in the KPI's.
- 5.3 Ensure catering staff comply with policies and procedures.
- 5.4 To take adequate steps to ensure the security of Company and Client property and monies under your control.
- 5.5 Maintain excellent client relationships
- 5.6 Initiate a process of continuous improvement by undertaking company promotions and extraordinary merchandising initiatives to ensure the profitable growth of the contract.
- 5.7 Ensure that all written communication represents a professional image to customers, clients and staff.
- 5.8 Actively seek and identify opportunities for business growth both within the contract and the external market.
- 5.9 Maximise profitable sales by the introduction and maintenance of food service brands to the standard required by the Company.
- 5.10 Action customer compliments by praising staff and resolve complaints satisfactorily, referring to your line manager where necessary.
- 5.11 Attend to and take all necessary action, statutory or otherwise, in the event of incidents or accident, fire, theft, loss, damage, unfit food, or other irregularities and take such action as may be appropriate.
- 5.12 Comply with any reasonable instruction from your line manager within the agreed deadline.
- 5.13 Comply with all Sodexo Company policies/procedures and client site rules and regulations.
- 5.13 Carry out other reasonable tasks as directed by management.

#### **Internal Contacts:**

- Human Resources, Finance, Operations, Safeguard, Heads of Departments, District Management, all establishment staff.

#### **External Contacts:**

- Current and prospective clients and customers.

#### **Key Result Indicators:**

- To deliver a consistent level of service, within the Company's standards, to the contract specification and agreed performance, qualitative and financial targets.
- Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
- Hold RIPHH & IOSH Certificates
- To be agreed with Line Manager for particular location. K.P.I's to be monitored as part of performance review and appraisal process.

#### **Authority Levels:**

- Purchasing within budget from nominated suppliers
- Informal disciplinary action with staff in the form of discipline.
- Carry out initial recruitment interviews to short list stage
- Obtain authorisation for overtime and agency labour

#### **Constraints**

- No smoking within the building only permitted in designated areas. Mobile phones must be switched off during working hours. Constraints may change from time to time, see the staff notice boards.
- During the course of his/her duties the post holder may have access to, or witness confidential information, which must NOT be divulged to an unauthorised person at any time

NB. This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

**I agree that I have been fully briefed on my job role and that my job description has been explained.**

**Employee's Signature:**\_\_\_\_\_

**Employee's Name:**\_\_\_\_\_

**Date:**\_\_\_\_\_

**Managers Signature:**\_\_\_\_\_

**Managers Name:**\_\_\_\_\_

**Date:**\_\_\_\_\_