

JOB DESCRIPTION

1. Purpose of the Job

- Manage the catering operation on behalf of Sodexo for the client and customers whilst covering sites in the UK estate
- To work as part of a team ensuring high standards of cleaning service, customer satisfaction and contract retention. To comply with Sodexo procedures, Health and safety and all legislative requirements.
- Maximise customer satisfaction and help maintain a good working relationship with the site client representatives and customers.
- To effectively manage and develop, undertake appropriate training and staff development.
- To initiate, cleaning policies, processes and procedures and ensure that all staff reporting to the function understand these, are trained in them and apply these procedures at all times.
- To control and monitor the financial performance of the unit and to maintain costs within pre-budgeted targets. To be responsible for ordering materials, managing invoices, effective stock control mechanisms and collection of income in accordance with agreed policy
- To establish and maintain satisfactory relationships with individuals at all levels within the business and the Client organisation
- To ensure all current legislative requirements are met and appropriate systems are in place.
- To ensure service standards and deliver as customer focussed service as per Client KPI. To also be responsible for determining and delivering remedial action where the satisfaction level has not achieved target.
- To recruit appropriate staff as required and ensure that contracts offered and deployment of staff meets operational needs. The post holder also ensures that all staff receives an appropriate induction and is responsible for all elements of their training including coaching.
- To ensure that cleaning and hygiene standards are, written understood by team members and implemented at all times.
- To ensure that proper care is exercised in handling, operating, safeguarding and maintaining equipment and appliances under the control of the cleaning services and maintain inventory records.
- To ensure all necessary steps are taken to ensure the security of accommodation, equipment, stock and monies within area of authority.
- To undertake other duties commensurate with the scope of this role.

2. Organisation chart

Account Manager

Executive chef

Relief Chef

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

- To organise and lead the preparation and presentation of all meals service at the required times and to the required high standard.
- To ensure that all food is prepared with due care and attention, particularly in regard to customers' special dietary requirements: for example, nut, dairy or wheat allergies.
- To organise any special function as required, some of which may occur outside of normal working hours
- To ensure that the Company and Statutory Regulations pertaining to the safe and hygienic operation of the kitchen and ancillary areas are adhered to by all members of staff and visitors in the absence of management.
- To manage menu planning, rotas, orders, and receiving, checking and storing deliveries as requested. To complete the menu purchase planner and recipe cards for all main meals.
- Constant site monitoring, ensuring the service is running efficiently, on budget and as per contract
- To be responsible for all aspects of Health and Safety and the Environment on work activities to ensure actions comply in accordance with statutory and contractual requirements. Completion to the standards of; Risk Assessments, COSHH Assessments, Vehicle Audit/Inspection and other H&S compliance and safety expected activities.
- To comply at all times with the Company's Quality Assurance and Health and Safety Procedures and to ensure that all work is undertaken in accordance with the Industry's best practices.
- To ensure that all areas in which work is undertaken are kept in a clean and tidy condition to ensure minimum disruption to the building occupants.
- Ensure the fit-for-purpose, of issued clothing, uniform, tools, equipment and PPE and is to a safe and good working order of condition.
- Maintain unit level stocks, reporting on inventory as managed assets.
- Undertake any other duties that may be required for the effective operation of the catering services.
- Attend training sessions and meetings as required.

4. 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.

- Employee engagement and Staff retention
- Customer service Recruitment
- Relationship management
- Health & Safety, Sodexo, EHO and Safeguard audit compliance
- Financial Growth

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

Essential

- Good standard of literacy and numeracy
- Previous catering experience
- Excellent interpersonal skills and ability to communicate effectively with customers, clients and staff at all levels
- Good time management and organisational skills
- Ability to work well under pressure
- Ability to achieve and set standards and operate to performance criteria, with particular regard to hygiene
- Positive approach to learning in role and identifying own training needs as appropriate
- Self-motivated
- Sense of own initiative
- Ability to work effectively as part of a team
- Flexible approach to role It is essential that you have a pro-active attitude and can be flexible in relation to duties and working hours. The job also requires someone who can demonstrate that they have strong organisational and planning skills and have the ability to priorities and manage their time effectively
- The candidate must be able to work effectively without close supervision and must possess good organisational skills.
- The ability to communicate clearly is seen as essential
- Experience of delivering financial targets
- Experience of customer service and in particular customer relationship management
- IT & systems literate, use of IT systems to provide/monitor data within the Quality Assurance and other management reporting systems

Desirable

- Previous experience of catering management
- Experience of managing a team in a car manufacturing / production establishment
- Experience of delivering training using company guidelines
- Good standard of financial acumen
- Ability to develop increasing individual effectiveness through leadership, motivation, communication, coaching and training