

Job Description



Function:	OPERATIONS
Position:	Chef Manager
Date (in job since):	
Immediate manager (N+1 Job title and name):	
Additional reporting line to:	
Position location:	

1. Purpose of the Job – State concisely the aim of the job.
<ul style="list-style-type: none"> Effectively manage catering operations and the Sodexo team to ensure that exemplary services are provided at the school for catering, hospitality Manage resources and promote an ethos of team work and to instil a culture of continuous improvement. To be responsible for the service at the school leading a team to ensure delivering against client expectations Act as the primary representative of Sodexo within the contract by the effective management of all staff to ensure the delivery of both qualitative and quantitative results Foster long term profitable relationships with the schools to maintain existing business and identify new business opportunities by delivering operational excellence

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

- Manage all aspects of service to include planning and execution for the day to day service, functions and events covering external and additional business as and when required by the school- some of which will be outside of term time.
- To ensure financial aspects of catering/facilities operations are managed professionally and within the financial guideline agreed with the client
- To ensure the premises are kept to agreed level of cleanliness, and maintain safe working practices at all times
- Add innovations and deliver service excellence
- 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 and the Allergen Policy is followed.
- To ensure that Manager is accountable and responsible for all Food Safety and Health and Safety and train staff and review through Competency checks.
- To control expenditure undertaken as part of the contract including payment of wages, overtime, managing absence, bonus and other employee related costs
- To represent Sodexo at client meetings as required
- To attend appropriate training courses, conferences and meetings as directed by the company or client
- To ensure the standards across the sites are in accordance with the service level agreements and client expectations
- Recruit, manage, induct, train, motivate and appraise staff to promote good employee relations and operate within Company procedures, legislation and the Investors in people standards. (Staff appraisals to be conducted at least annually). Maintain training records for all staff, ensuring that individual needs are recognised and met either through on or off job training
- Hold monthly team briefing meetings using Company team brief format

3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Motivating and managing others
- Developing others
- Team Player
- Commercial acumen and business sense
- Building Client Relationships
- Impact and Influence
- Adding Innovation
- Quality Focus
- Organisation and Planning

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.

- Ensure that all financial targets are achieved within a framework of absolute financial control
- Efficient financial management of client business within agreed budgets providing clients with a financial breakdown and information as required.
- Deliver budgeted profit and turnover for account/s as agreed with line manager.
- Define and deliver unit business plan
- Actively seek and identify opportunities for business growth within the contract
- Ensure compliance with company purchasing policy

- Ensure high levels of customer satisfaction are monitored, measured and managed.
- Manage clients proactively, ensuring their expectations are exceeded, and ensure the prompt and efficient delivery of all services to the agreed standards.
- Responsible for recruitment and management of unit personnel, including personal development, reward and recognition, appraisals, health & safety, and communication of shared goals.
- Ensure the Sodexo Health & Safety policy is adhered to and that all unit personnel are aware of the policy and their responsibility for it's implementation

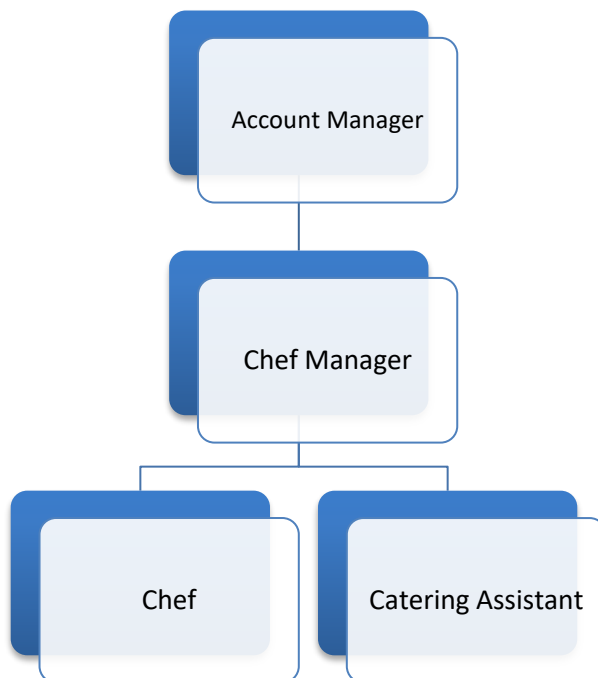
5. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY:	EBIT growth:	Growth type:	Outsourcing rate:	Region Workforce
	EBIT margin:		Outsourcing growth rate:	HR in Region
	Net income growth:			
	Cash conversion:			
Characteristics				

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

- 2 - 3 years leadership and supervisory experience preferable
- Craft experience
- Excellent interpersonal skills
- Excellent team building skills
- Good financial acumen
- Good front of house skills
- HND or equivalent
- Relevant vocational qualifications an advantage

7. Organization chart – Indicate schematically the position of the job within the organization. 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.



Levels

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Received:

Date:

Date:

Job holder

Immediate Manager

