

Job Description: Sodexo Live!

Function:	Food services and development, stadia
Position:	Executive Head Chef
Job holder:	Matt Cooper, General Manager
Date (in job since):	
Immediate manager (N+1 Job title and name):	General Manager, Matt Cooper
Additional reporting line to:	Head of Food Development, Andrew Hare
Position location:	Millwall Football Club

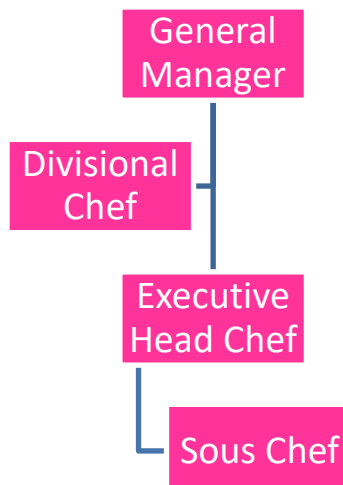
1. Purpose of the Job – State concisely the aim of the job.

As the Executive Chef for Sodexo Live! at Millwall Football Club, you will be the culinary visionary behind all food operations—from VIP suites and club lounges to fan concessions and non-matchday events. You'll lead a diverse team of chefs, drive menu innovation, and ensure every dish reflects excellence, efficiency, and excitement worthy of match day.

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.

- 750k per annum food sales
- 800 covers per match day
- 3 restaurants

3. 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.



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 department is performing to SLAs and costs are being controlled.
- Measurably strong client perception and satisfaction with services delivered
- High levels of client engagement via demonstrably strong relationships built on mutual respect and trust
- High levels of team engagement
- Service standards in line or above client expectations and reviewed on an ongoing basis for both match day and non-match day operations i.e., post-match and monthly
- Assist in controlling costs in unit; costs controlled to budget and cross-departmental efficiencies are identified and developed i.e., labour, expenses, and all variable costs
- Maintain a positive team culture where all members work in collaboration and support each other as required
- A positive working relationship with the client is evident with “Win-win” scenarios
- Develop and maintain a positive attitude to continuous improvement with regular meetings to review service styles using mystery shop data and other feedback mechanics. Ensure full team engagement in the process
- Have open two- way communication between all departments
- Maintain high performing teams
- Maintain high standards of appearance and personal hygiene
- Maximise the profitability of the contract within area of responsibility and deliver the required results
- Ensure business deadlines and targets are met in a timely manner and/ or as directed by the GM.
- Manage the services and teams to the agreed standards
- Lead the team by example and take responsibility when needed, act with initiative, demonstrate energy and enthusiasm.
- Take accountability and responsibility for delivering required results
- Maintain personal resilience in all situations
- Prioritise workloads effectively, plan activities to meet the needs of others. Show attention to detail proactively plan activities and time to minimise reactivity and maintain a sensible work-life balance.
- Ensure company policies and security are always adhered to.
- Champion for retention for Investors in People

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

- Lead Culinary Operations: Oversee all food production across multiple outlets including fine dining, casual concessions, and event catering.
- Menu Development: Create trend-driven, seasonal, and commercially viable menus tailored to diverse audiences—from gourmet experiences to grab-and-go fan favourites.
- Leads effective and collaborative communication with all key internal and external stakeholders.
- Team Leadership: Manage and mentor a team of core chefs and matchday staff, fostering a culture of precision, passion, and performance.
- Ensure we never compromise on quality and flavour through exceptional professional standards.
- Drive sales, manage volumes and compliance through preferred suppliers and local sourcing where applicable.
- Deliver client tasting sessions for event planning.
- Compliance & Safety: Uphold rigorous standards in food safety, allergen management, and health & safety protocols.
- Adopt and practice a Zero Harm Mindset in relation to Health and Safety, in line with company policy and guidelines.
- Financially astute with the ability to read and understand a P&L
- Comfortable with HR procedures and following process
- Responsible for all kitchen rotas, including both casual chefs and kitchen porters.
- Must be able to understand large numbers of catering and have a good logistics knowledge.
- Operational Excellence: Ensure consistent quality, portion control, and presentation across all service points.
- Budget & Cost Control: Monitor food costs, labor efficiency, and inventory to meet site cost of sale target.

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.

- Deliver exceptional culinary experiences across all match days and non-match day events.
- Optimize food revenue and profitability
- Lead and develop a high-performance culinary team
- Ensure compliance and operational excellence

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

- You will be ambitious, confident, and resilient.
- Proven track record in high quality environments and have the confidence and ability to demonstrate your own style with finesse and flair.
- Able to illustrate how you keep pace with food trends and translate them to exciting and appealing menu and food offers.
- You have a guest first approach and able to adapt style to a broad range of experiences.
- Commercial minded with evidence of successfully managing costs in line with exceptional delivery.
- You take a hands-on approach.
- Profit margins and targets are met or exceeded.
- Client and Customer satisfaction in food is improved and maintained

- NVQ Level 3 in Culinary Arts or equivalent
- Level 4 Food Safety & Hygiene (preferred)
- Proven experience in high-volume, multi-outlet environments (stadia, hotels, or large venues)
- Strong leadership, communication, and organizational skills
- Commercial acumen with P&L responsibility
- Passion for innovation, sustainability, and delivering memorable food experiences

8. Management Approval – To be completed by document owner

Version	1	Date	
Document Owner			

9. Employee Approval – To be completed by employee

Employee Name		Date	
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