



Job Description: Sodexo Live!

Function:	Sodexo Live Aviation
Position:	Head Chef
Job holder:	Head Chef United Lounges
Date (in job since):	
Immediate manager (N+1 Job title and name):	
Additional reporting line to:	
Position location:	LHR Airport Lounges

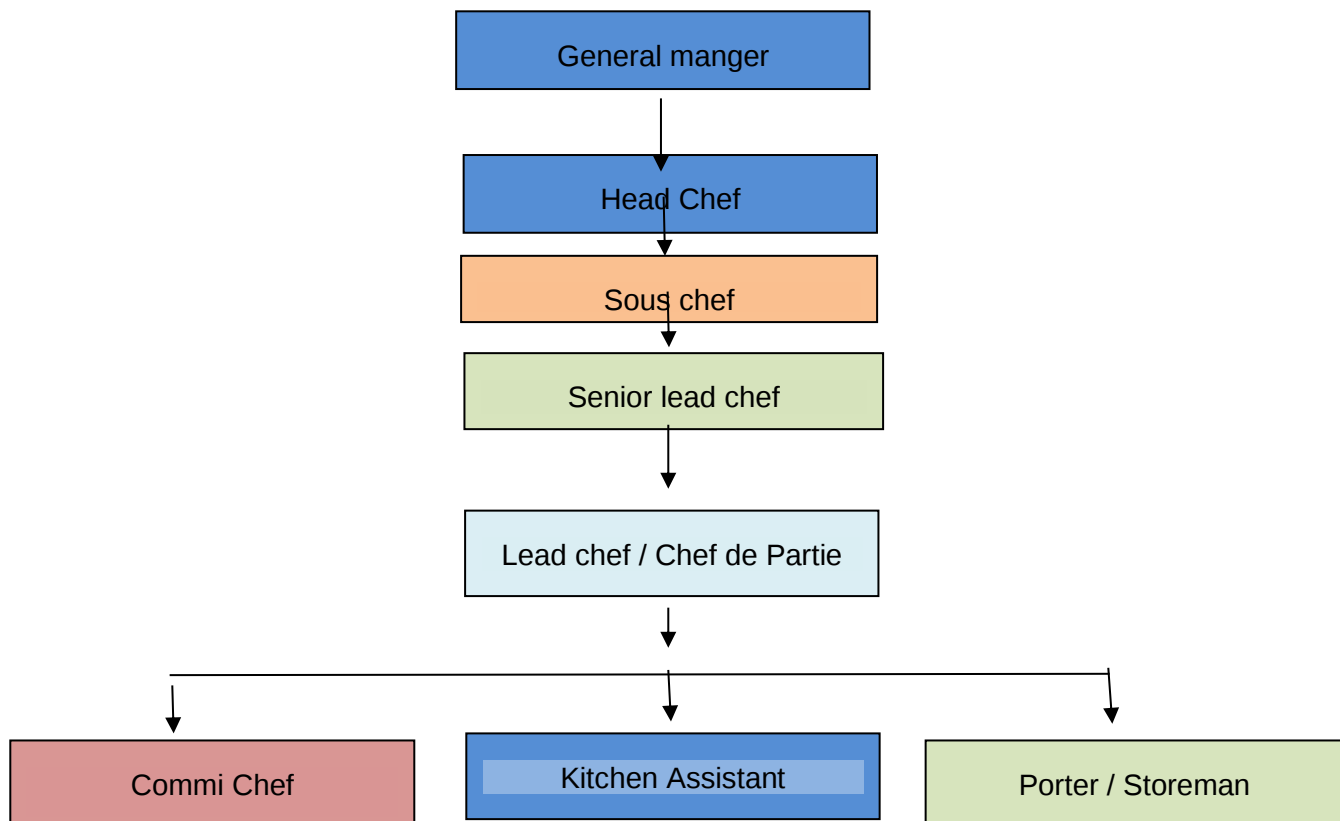
1. Purpose of the Job – State concisely the aim of the job.

- Take overall responsibility for the food offering for Business class lounge and Arrivals Lounge
- Work with the Executive chef and Development chef in developing menus and concepts for lounges, and for continuous improvement
- Assist with training of new chefs, new menu role out training, on-going monitoring of the food offer
- Complete all specifications and costing for all lounges
- Adhere and monitor all health and food safety, in a proactive way
- Innovation approach to the evolution of the lounges offers
- People management of the kitchen team

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.

- Drive & Resilience
- Creative
- Coaching ability
- Engaging

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.

- **Supplier/Product issues:** Head Chef will work with the Executive Chef & Development -with suppliers, for new products and new suppliers and will communicate with Sodexo procurement. When product issues arise, working with procurement contact to resolve or find new solution.
- **Food Cost increase:** Head chef will have to continually look at recipe cost of dishes within accounts to ensure agreed GP remains within the accounts
- **Unit Compliance to HACCP:** Ensure units are completing kitchen-based paperwork correctly and that sites are complying with company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness and COSHH
- **Planning:** Head chef to work closely with the all teams to ensure all secure/compliant delivery procedure and storage facilities
- **Environment:** Working within a demanding environment that operates 365 days with a high 5* food and service standard.
- Liaise with Sodexo and Lounge team for any irregularities and other important information that impact the lounge operations
- Communicate product, service and customer issues to Sodexo staff, so that corrective action can be taken in a timely manner
- Working airside in an airport can be challenging environment to work due to the security, logistics and vetting to get people airside in an airport

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

- That all Food offering products are delivered to the specifications in presentation, size, look at all times using the facilities made available.
- Complete frequent audit checks of food vs. agreed specification as well as H&FS
- Conduct briefings with Sous Chefs, and the team
- People management -leadership, communication, staff development, hiring, scheduling and conflict resolution. Managing the team using the correct procedures and policies.
- Coordinate/Conduct new starter training for chefs and kitchen assistants
- Attend client meetings and review menu and consistency of food vs. agreed specification
- Train and implement new menus in changes to specifications to the team
- Ensure units comply with current company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness and COSHH
- Build and maintain lounge food specification books for new menus and any when any changes happen
- Making sure weekly allergen matrix is updated and when there are any changes to product or allergen changes.
- Document photos of all new dishes and ensure pictures are in specification books and issued to chef, ensure they are printed and kept in the kitchen

- Menu change presentation to clients and build tasting sheets for these sessions
- Organizing client tastings and guiding client/s through new dishes and guiding clients to a final decision and final menu
- Assist in sourcing of new products and listing these for use in the lounges, liaising with the Executive chef and the development chef
- Manage dish costing where required
- Work with the Financial Manager in completing monthly checks of food cost – by having stock takes, wastage control, ordering etc.
- Arrange and agree client pop up's and special events
- Review passenger feedback
- Staff management, times management of the team members, managing staff holidays, trainings.
- Ensure personal & food hygiene, as well as housekeeping standards in the lounge, food service area and kitchen including equipment's are adhered to as company policy
- Ensure all food orders are completed daily to always ensure sufficient supplies of food stock

Innovation and Change

- Continuously seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards
- Consider all feedback from client, guest to colleagues and ascertain if positive change can be made
- Focus on guest service with a proactive service culture built on consistency, innovation, inspirational.

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.

- Food and beverage related ownership from procurement to the plate
- Meet agreed cost targets
- Client satisfaction
- Comply with company and statutory regulations in all areas
- Passenger satisfaction targets
- Health and Safety: Comply with company standard
- Staff management
- Staff time management
- Staff holiday management

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

- Multi cuisine food knowledge
- IOSH Managing Safely
- Food Safety level 3 or higher
- menu costing and menu cost analysis
- Client relationship skills
- Food/Recipe development knowledge
- Organisational and workforce planning and training Skills.
- Financial awareness and understanding
- Calm and patient under pressure
- Able to work within a very busy lounge and stressful environment
- Overall, a passion for food

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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