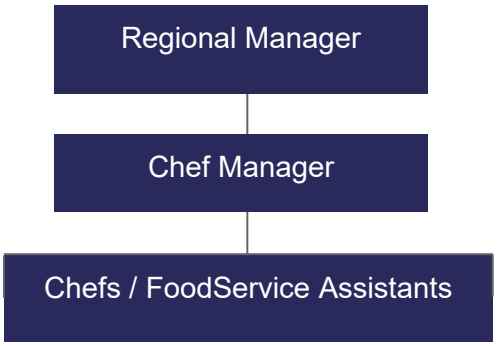
JOB DESCRIPTION

Position Title	Chef Manager	Department	Private Hospitals
Generic Job Title	Chef Manager	Segment	Healthcare
Team Band	A	Location	Bexhill-on-Sea
Reports to	Regional Manager	Office / Unit name	Combe Valley Hospital

ORGANISATION STRUCTURE



Job Purpose

- To effectively, manage and lead a team within the department and to ensure the team delivers and maintain a high quality service throughout the unit in all areas.

Accountabilities

- Ensure the quality of the catering services is maintained at the required level as set out in the SLA's
- To produce food to company standard and cover shifts if required
- Efficient financial management of client business within agreed budgets and targets as set by the RM.
- 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 effectively communicate all client needs and business opportunities within the kitchen team
- Responsible for recruitment, training and management of staff, including personal development, re-ward and recognition, appraisals, health & safety, and communication of shared goals.
- Ensure the Sodexho Health & Safety policy is adhered to and that all staff are aware of the policy and their responsibility for its implementation.

- To take resposibilty for ordering of all goods and stock control
- To keep DRIVE up to date
- To close books in a timely manner in accordance to company policy

Key Performance Indicators (KPIs)

- Achievement of the Service level agreements
- Patient Satisfaction Surveys – achieving or exceeding SLA
- People Management
- Company compliance
- Achievement of company and client budgets

Dimensions

Financial	Cost Plus Pricing
Other	6 - 8 Staff

Skills, Knowledge and Experience

Essential

- Proven track record of leading ,managing and developing a team (minimum 5)
- Must have proven craft skills background
- Experience of budget management
- Must be able to demonstrate excellent communication skills, be persuasive and decisive
- Literate in IT
- Qualifications city and guilds 706 & 707 or NVQ equivalent

Desirable

- Some knowledge of private healthcare operations
- IOSH and food hygiene certificate

Contextual or other information

- **Quality:** Sodexo is committed to providing patient customer care of the highest quality and promotes this through the customer care training of their staff.

- **Confidentiality:** During the course of his / her duties, the postholder may have access to confidential information which must not be divulged to any unauthorised person or any relative at any time.

- **Polices and Procedures:** The postholder is required to familiarise and comply with all relevant Sodexo and Trust policies and procedures.

- **Health and Safety:** Ensure that all procedures for security, safety, health and fire precautions are adhered to in accordance with the Health and Safety Policy. Staff must take care of their own safety and others who may be affected by their actions or omissions. Health and Safety in the workplace is a two way process. Managers must make sure their employees work in a safe environment and employees have an obligation to report any Health

and Safety concerns to management. The workforce must ensure that all equipment or personal protective equipment provided is used in the appropriate manner. They must also report any accidents or near misses to the appropriate manager and must also complete the appropriate Incident / accident report forms.

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Document owner	S Cannon		