

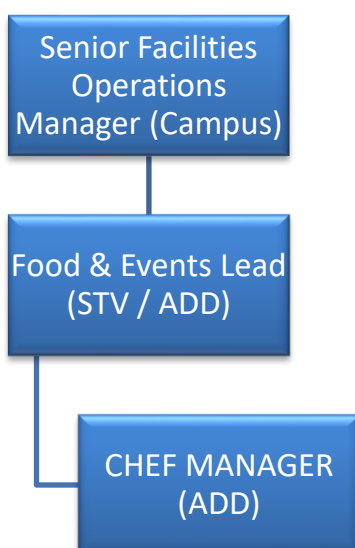
Job Description: Chef Manager

Function:	Corporate Services - Operations
Position:	Chef Manager
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Food and Events Lead
Additional reporting line to:	Senior Operations Facilities Manager (Campus)
Position location:	CUC GSK Addenbrookes

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

- To produce all catering services at the required times to meet the units' specific requirements, within the agreed specification and to the agreed performance, qualitative and financial targets. Ensuring that the unit and its operations meet GSK contractual standards and that all Sodexo audits and associated actions are completed within agreed timelines. Accountable for the day to day operation of the unit with SME support from Sodexo GSK Stevenage.

2. Organisational Structure



2. 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.

- Actively enforce relevant statutory, company and site operational Health & Safety compliance together with the monitoring of related equipment
- Motivate, engage and lead catering employees to perform their roles to a high standard and in alignment to Sodexo policies and procedures
- Actively seek and identify opportunities for sales growth within the contract
- Ensure financial documentation and accountancy of the unit (and those from suppliers) is accurate and within agreed budgeted levels
- You will also be the face to the food services department, meeting with the guests, clients, planning events, creating menus etc.
- Follow all the different Sodexo Programs: Food Safety, Health and Safety, policies and procedures, as well as marketing (If applicable)

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

- Ensure the prompt provision and efficient service of all meals and catering requirements at the specified time to the standards laid down in the KPI's and the units specifications to support the on-site clinical trials
- Be the face of the food service and own the service front and back of house
- Ensure that the Company's accountancy documentation and administration procedures are carried out to the Sodexo Way Compliance Standards and that the necessary weekly and monthly returns are completed accurately and transmitted at the appointed time or dispatched manually
- Ensure that all costs and expenditure are within the budgeted levels agreed between the Client and Sodexo and unit is trading in line with budget targets. Control all costs such as labour, expenses, cash purchases as agreed with your line manager
- Maintain levels of stock, cash, local credit and debt outstanding to the agreed establishment targets
- Ensure that methods of preparation, production and presentation comply with Sodexo's standards and procedures
- Obtain purchases from Sodexo nominated suppliers
- Comply with all relevant sections of the Quality Management System and to complete routine audits
- Comply with all Company & Client policies, site rules and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH (this will include your awareness of any specific hazards in your workplace and training of staff)
- Ensure that all equipment used, is in safe working order, checked regularly and serviced. Report any faults to management/client, ensure they are rectified and ensure equipment is not used until safe
- Ensure that all equipment, monies and the overall establishment, is safe and secure at all times
- Ensure the standards across the site are in accordance with the Service Level Agreements and Key Performance Indicators specified in the service contract
- To attend and participate in internal and client meetings as required
- To take adequate steps to ensure the security of Company and Client property and monies under your control.
- 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 PDR to be conducted in line with Company policy). Maintain training records for all staff, ensuring that individual needs are recognized and met either through on or off job training
- Ensure that all Sodexo employees project a positive, approachable, friendly and professional image
- Hold weekly/daily briefing meetings using the format provided and hold weekly team catering meetings
- To attend a PDR with your Line Manager and to agree and take ownership of your PDR and your training and development needs
- Attend Company Training Courses
- Plan and control holidays within the operation to 'self-cover' where practicable
- To support and promote the implementation of all new Sodexo initiatives
- Support manager with any reasonable request 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.

- Financial reporting completed in a timely manner, with performance ahead of the company targets
- Service delivery to the standard detailed in the contract SLA as a minimum
- Compliance with all relevant Health and Safety regulations
- Service development and continuous improvement via planned and communicated plan
- Positive Client satisfaction and relationship
- Positive Unit audit scores
- Staff turnover & recruitment practice in line with company guidelines
- All Internal compliance standard delivered

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

- **Qualification:**
 - Culinary Education – A city in guilds level 3 or NVQ equivalent
 - Food Safety level 3
 - Allergen awareness
 - Mastery of cooking techniques' (sauteing, roasting, baking and grilling)
- **Leadership & Team Management:**
 - Supervising and mentoring kitchen staff
 - Assigning tasks and ensuring efficient workflow
 - Handling conflict and maintain team morale
- **Food Safety & Hygiene Knowledge:**
 - Understanding of HACCP
 - Proper food storage
 - Allergen control & cross contamination
- **Operational & Organisational Skills:**
 - Ability to work at fast paced environment and handle multiple tasks
 - Good time management and the ability to work under pressure
 - Physical Requirements & Stamina:
 - Good health and general fitness, as the role can be physically demanding
 - Ability to stand for long periods, carry trays lift stock and perform repetitive tasks.
 - Comfortable working in fast paced environment, including busy service periods

6. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

- Proven experience in managing and leading a small kitchen team
- Financial understanding and demonstrable budgeting management
- Experienced in adhering to and driving company initiatives
- Personal innovation and passion for food and service
- Demonstrative customer focus and service skills
- Strong communication, and negotiation skills
- Experience working in a standards /compliance environment
- Relevant craft and H&S qualifications and training