

# Job Description: Retail Head Chef

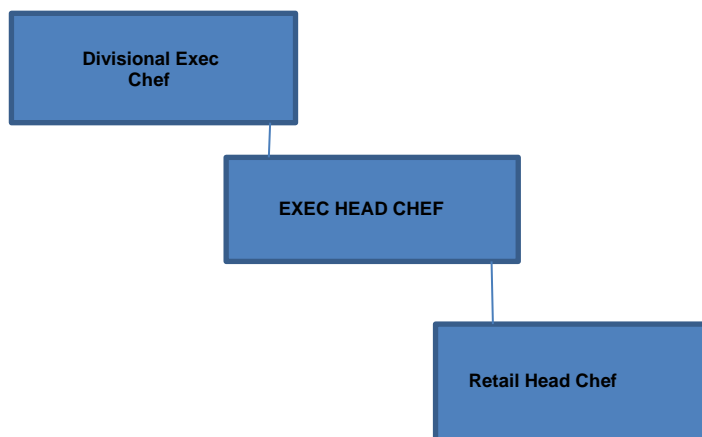
Function:	Catering Operations
Position:	<b>Retail Head Chef</b>
Job holder:	N/A
Date (in job since):	N/A
Immediate manager	Executive Chef
Additional reporting line to:	Divisional Executive Chef – Stadia
Position location:	BHAFC

## 1. Purpose of the Job

- To ensure the effective operation of the retail catering offer through the provision of team management and service delivery
- Manage the food service operation from stock management, food specification and delivery, food safety and Cost of Sale.
- Lead, develop, manage, and motivate a retail team
- Create and deliver innovative and premium retail menu offers and ensure site compliance to offer

## 2. Dimensions.

## 3. Organisation chart



## 4. Context and main issues

- Manage comprehensive compliant Health and Food Safety management system
- Manage retail catering operation within the BHAFC, this includes Fanzone operations, concourse operations, and other retail events – Matchday and Non Matchday
- Manage cost base within strict budgetary parameters with product / menu costings

## 5. Main assignments

### Growth and customer satisfaction

- Build strong understanding of industry trends and seasonal offers
- Identify growth opportunities through innovation and new initiatives
- Receive and act upon all customer feedback
- Effectively manage the retail catering operation in line with business objectives
- Manage standards and quality
- Support operations and product development across the wider business

### Rigorous management of results

- Strong commercial management to maximise the profitability of the business function and manage costs within area of responsibility, ensuring that costs and expenditure are controlled in line with budget, utilise nominated suppliers and maximise labour productivity in line with the company's models, policies and procedures.
- Ensure stock is managed by carrying out stock counts and ensure any variances are acted on in an appropriate way.
- Review purchasing information to ensure the most effective purchasing is being undertaken
- Understand and apply Sodexo resource management principles, tools and processes to manage labour effectively
- Monitor and review service delivery against operating procedures and best practices and drive improvements through continually seeking ways to enhance quality through innovation and cost efficiencies
- Ensure that health and safety is given the number one priority by delivering all Safeguard administration in advance of and during logistical operations. Lead where appropriate, and take part in management and employee briefings to deliver safety information to include; Food Safety, Health and Safety and any statutory, specific safety requirements
- Ensure that the appropriate training and development plans are in place for all employees within the business to ensure that statutory requirements are met and development training activities are carried out and recorded
- Ensure the function complies with company controls and meets all other audit standards

### Leadership and people management

- Recruit, induct, motivate, manage, train and develop all employees following Sodexo HR policy and guidelines
- Coach and manage employees using the Sodexo performance review processes, talent development and succession planning.
- Apply Sodexo people management processes, policies and procedures to project a high support, high challenge performance management culture that motivates an engaged workforce
- Role model the focus on five behaviours to improve engagement, enhance performance and retain Investors in People accreditation and coach general services staff to ensure that these principles are embedded within the business, corporate messages are communicated to the teams and a high level of engagement is maintained to promote a high performing workforce
- Oversee labour management and ensure that this is being managed effectively
- Ensure business objectives are met and standards of excellence are delivered through competently developed employees
- Build personal effectiveness in all situations
- Plan and control holidays within the operation to 'self-cover' where practicable.

### **Innovation and Change**

- Continuous professional development in industry/specialism
- Continuously seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards.

### **Brand Notoriety**

- Promote Sodexo as the preferred employer, internally and externally, adhering to the Sodexo recruitment policies and raise the profile of Sodexo in local communities, building relationships with key stakeholders
- Promote the health and well-being of employees
- Live the Sodexo values and promote brand standards as an ambassador.
- Drive all aspects of service excellence across the business area including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards.

### **Planning and Organising**

- Liaise with other departments effectively to ensure the holistic product is correctly and seamlessly delivered
- Plan and prioritise workload and tasks effectively for self and others to minimise reactivity, maintain a work life balance and ensure the right number and calibre of personnel are allocated to logistics tasks

## **6. Accountabilities**

- Effectively manage all areas of Food Safety and Kitchen Health & Safety
- Manage and develop food standards and quality across all areas during all stages of food preparation, production and service delivery
- Ensure purchasing is carried out in line with company policy and unit control procedures
- Effectively manage relations with nominated suppliers
- Ensure menu cycles are delivered on time
- Carry out monthly stock takes
- Ensure that all accountable staff are adequately trained and skilled to the required level ensuring up to date training record cards are in place and the company appraisal process is followed
- Ensure effective staff resourcing, so as to provide an appropriate level of service delivery
- Prepare and manage weekly costed departmental rotas and wage submissions
- Effectively manage staff rotas ensuring that all shifts are adequacy covered in line with business objectives
- Ensure effective management of the food budget, stock control, menus costing, portion control and wastage
- Ensure departmental administration is completed and meets the required deadlines
- Manage standards and quality across all areas of the business function
- Ensure that kitchen preparation, service delivery and clear down procedures are implemented and followed on a daily basis
- Effectively manage employee relations
- Receive and act upon all customer feedback

## **7. Key Performance Indicators (KPIs)**

- All kitchens and stores area are maintained to the highest level of cleanliness at all times
- A 5 stars rating across the business is retained from EHO Authority inspections and a 'pass' awarded from annual Safeguard audits
- The kitchen operation is resourced in line with business objectives
- All menus are costed and comply with PPDS
- Food purchasing is carried out in line with company policy and monthly spend does not exceed budgeted percentage of sales cost
- An effective stores requisition system and store ledger are fully implemented and maintained
- Kitchen areas and equipment are maintained in good order at all times
- All departmental administration is completed accurately and in a timely manner
- All Food Safety and Health & Safety documentation are maintained
- Menu tastings are carried out for private events
- Staff performance is effectively managed
- Departmental staff adhere to uniform and personal presentation standards at all times
- Operational processes and procedures are strengthened and formalised

## 8. Person Specification

### Essential

- Up to date knowledge of culinary trends and techniques pertaining to Retail Stadium Catering offers
- Minimum of 2 years' experience within a Chef role
- Ambitious and willing to take ownership of the operation
- Financially astute
- Team management experience
- Excellent culinary skills
- Excellent spoken and written English
- Strong problem solving and organizational skills
- Strong leadership skills
- High standards of personal presentation
- Able to work all matchdays
- Flexibility, able to work weekends and evenings to suit the needs of the business

### Desirable

- Street food experience
- CIEH Level 3 food hygiene qualification

## 9. Competencies

■ Client Growth and Customer Satisfaction	■ Innovation and Change
■ Rigorous Management of Results	■ Brand Notoriety
■ Leadership and People Management	■ Planning and Organizing
■ Analysis and Decision Making	

**10. Management Approval**

Version		Date	
Document Owner			

**11. Employee Approval**

Employee Name		Date	
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