

Job Description: Retail Head Chef

Function:	Sports & Leisure
Job:	Head Chef
Position:	Retail Head Chef
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head Chef
Additional reporting line to:	Executive Head Chef
Position location:	Fulham FC Craven Cottage

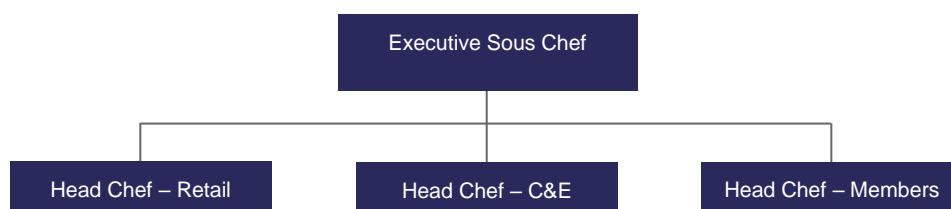
1. Purpose of the Job – State concisely the aim of the job.

- To support the Executive Head Chef in all elements of Retail food delivery.
- To demonstrate knowledge of current food trends and have the ability to bring innovation into the Retail food offers at Craven Cottage & Fulham Pier
- To ensure the timely and efficient preparation and service of all food offers to the clients' agreed standards.
- To ensure accurate costing of all Retail food offers are agreed with the Executive Head chef and Head of Retail.
- To support non-match day business as and when required
- To plan, execute and monitor Food Safety and Health and Safety standards in the Retail environment.
- To manage a team of casual Chefs working within the Retail department.
- Work with the Head of Retail to achieve Best in Class.

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.

Revenue FY17:	n/a	EBIT growth:	n/a	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	n/a			Outsourcing growth rate:	n/a	HR in Region	Aga Jones
		Net income growth:	n/a						
		Cash conversion:	tbc						

3. Organisation chart – Indicate schematically the position of the job within the organisation. 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.

- Craven Cottage has a minimum of 19 + 2 game days a year with attendances of 24,000 increasing to 29,500 over the next 24 months.
- The client is constantly looking for innovation within the Retail department.
- We are benchmarked against other newbuild London stadia.
- The customer experience is at the heart of all we do.
- Food margins are very tight so must be managed, monitored, and planned effectively.

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

- To ensure that both the Client and customer feedback consistently scores the food as excellent.
- To ensure menu specifications are detailed, costed, and delivered to a consistent level, within the Company's standards and to the contract specification.
- To ensure compliance to company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
- To ensure all allergen management is adhered to.
- To ensure training and development of the team is given a focus for performance, engagement and retention.
- To ensure green Safeguard audit scores are achieved across the site.
- To ensure labour costs and food costs of sale are within agreed parameters.
- To ensure year on year increased penetration of food sales.

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.

- To understand and demonstrate the vision of the Fulham FC venue partner in all your work activities.
To develop and deliver projects set by clients in the agreed timescale in conjunction with the Development Chef.
- To ensure all menus are photographed and specified to deliver consistency in delivery on the event site.
- To cost each menu and clearly state the margins delivered.
- To lead the menu design process and support innovation that drives positive PR, positive client feedback, increased revenues or win new business.
- To play an active part within the wider Fulham Pier team – contribute to team activities, discussions and decisions to grow and improve the events business.
- To articulate the service offers for each event, - the food element, the equipment, the flow and the customer experience in conjunction with the Head of Retail.
- To operationally support at client tastings and be able to speak passionately about each dish and stand in for the Executive Head Chef as necessary.
- To be highly organised, both in office work and kitchen management. The role is very much split between kitchen and office 75/25.
- Work with the Executive Head Chef and the Head of Retail to plan and manage all casual labour requirements for the Retail kitchen operation.
- To lead the casual Retail Chef team to ensure the prompt and efficient preparation and service of all meals and breaks at the required time, being provided to the standard of the food service offer as laid down in the Service Level Agreement and to the client's, customer's and Sodexo Live! satisfaction.
- To ensure that all food is prepared with due care and attention, particularly in regard to customers' special dietary requirements: for example, nut, dairy or wheat allergies.
- To monitor and reduce waste, ensuring that it is kept to a minimum and action plans are put in place as necessary.
- To adhere to any of the Fulham FC Client's waste streaming and recycling policies.
- To diligently manage the ordering process in conjunction with the Executive Head Chef to ensure product availability against the agreed service offer and historic data.
- To support the Head of Retail as necessary with menu writing cycles and culinary advancement.
- To ensure that the Company's accountancy, documentation, and administration procedures are carried out to the laid down standard and that the necessary weekly returns are completed accurately and sent to the appointed office on time. This may be electronically, paper-based, or both, as instructed.
- To ensure that food costs and expenditure are within the budgeted levels and as agreed with the Executive Head Chef and the Head of Retail.
- To comply with all company and client policies, procedures and statutory regulations including Human Resources, site rules, Food Safety, Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your workplace.
- To Participate in any necessary training and team meetings as required to complete job responsibilities.
- To liaise with and work in partnership with Safeguard to always achieve the highest levels of compliance.
- To Work as a team to promote harmonious working relationships within the Craven Cottage and Fulham Pier team.
- Report immediately any incidents or accidents, fire, theft, loss, damage, unfit food, or other irregularities and take such action as may be appropriate.
- To carry out any other reasonable tasks as directed by the Executive Head Chef and the General Manager.
- To develop both knife and fork and handheld offers to be on trend but also sympathetic to the DNA of Fulham FC and the new riverside development.

- To develop a team of Food Service Assistants (FSA's) with the Head of Retail, ensuring that they are suitably trained.
- Work with the Executive Head Chef and Head of Retail to agree production volumes ahead of match/event days

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

- Previous Sous Chef role or Head chef in a smaller operation
- Experience in the delivery of Retail food operations
- Production kitchen knowledge and/or experience
- Experience of working with clients in a contract catering environment
- Staff training experience or qualification
- Culinary experience within stadia environment

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

- Supervising Food Safety Level 3 qualification
- IOSH Managing Safety or similar qualification

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			