

Job Description: Chef Manager



Function:	Government & Agencies
Position:	Chef Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Group/Area Manager
Additional reporting line to:	Compliance and Operations Manager
Position location:	TFL Contract

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

- To lead and manage the team, and provide effective delivery of catering services to the client organisation
- To prepare, cook and serve food to the customers to the highest standard, in line with the service level agreement; by following the relevant recipe cards
- To work as an integral part of the management team to improve the business and to offer suggestions for improvement in all aspects of the operation with particular focus on specific areas of responsibility
- Responsible for the overall management, co-ordination and control of all site activity, including commercial performance, people management and legislative, company and contract compliance across their designated area, ensuring that their team of services are delivering services that are compliant with Food Safety, Health & Safety and Environment.
- To be an ambassador for Sodexo & the Catering Operation
- To perform consistently, adopt a positive outlook & with enthusiasm towards the business's goals
- To maximise sales and customer satisfaction through the exceptional customer service
- Carry out any reasonable request as directed by management

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

- Proactive management of catering team. Responsible for recruiting, supporting, training and people development to deliver an efficient, high quality service to Sodexo, customers and client
- Ensure weekly and monthly trading returns (via e-profit) and UDC and Kronos are completed accurately and transmitted at the appointed times
- To maintain excellent client/customer relationships and maintain professional work standards at all times
- To attend and conduct where required team briefs, huddles and meetings as required
- To ensure any faults in relation to site equipment and building fabrics are logged via correct channels and followed through to resolution.
- To complete monthly, quarterly T1 audits on SMS. To carry out safety conversations and to make sure all actions have been closed out within agreed time lines
- Maintain and control of all costs such as labour and expenses
- To maintain/oversee high standards of Food production and food quality
- To act as duty manager 'on call' and holiday/weekend cover as directed by line manager
- To achieve and understand unit margins and targets as set per budget
- Ensure service availability of all service offers are to company standards
- Communicate well and demonstrate a professional, polite, efficient and caring, friendly service to customers and clients in all areas of service
- Work as a team to promote good working relationships within the Sodexo and client teams

- Complete cashing up after service for all tills as per company standards
- Ensure all money on site is kept to a minimum and retained within a safe
- Ensure that all Sodexo employees project a positive, approachable, friendly and professional image
- To ensure all aspects of Food Safety, Health & Safety and Environment are compliant and consistently maintained as per Sodexo policies
- Ensure company systems and processes are implemented and used correctly to their full capacity and advantage
- Work closely with local TfL site management team to address and improve working / building environment.
- To ensure temperatures / cleaning / due diligence tasks are complete to company standard, recorded and signed off daily
- To act as duty manager 'on call' and weekend cover as directed by line manager (up to 2 weekends a year)
- To be proactive with solutions to any challenges, or problems that may arise.

3. 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.

- Drive a Zero Harm mindset culture of behavioural safety within the site team – conducting regular safety walks (minimum 2 per month), near miss observations and supporting all other initiatives.
- Accountable for COSHH, Food Safety, H&S, environmental policies, legal regulations and duty of care to customers and colleagues
- Accountable for innovative menu planning and customer service within specified budgets ensuring high standards of food presentation and portion/quality control
- Accountable for ensuring ongoing team communications, including building internal and external relationships, management reporting and client liaison to enable operational excellence
- To maintain & improve standards of performance within all areas of responsibility
- To actively contribute to achievement of sales targets
- To record customer feedback & discuss with team to develop the business
- To monitor standards within areas of responsibility. To resolve issues as necessary in conjunction with management
- To place orders as per purchasing guidelines to ensure maximum discounts achieved
- Accountable for maintaining, ordering and controlling food stock within budget
- To ensure that service standards are maintained as detailed in the TFL Group specification
- Supervise the staff in their tasks and to organise their hours and rotas
- Control of raw materials and portion control are to the company standards and that food is served at the correct temperature
- Receive and checking goods against invoice against quantity and quality
- To ensure training and development of team is completed as per training matrix. Identify training needs and action as necessary
- To report immediately any unfit food or other irregularities and any damage to equipment
- To provide high personal standards of performance, hygiene, cleanliness and appearance at all times
- Weekly and monthly financial reporting completed and presented as directed
- To assist with the implementation of a unit event planner within the required timescales
- To ensure adequate POS and marketing materials are available for all promotions
- To seek innovative & effective ways of promotion & display of all initiatives

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

Knowledge, skills and experience Essential

- Can evidence managing a team to provide high quality service
- Excellent client and customer relationship management skills
- Strong all round communications skills.
- It literate and financially astute
- FSC3 HS/FS

- Is a team player and can use own initiative

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

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	

6. Management Approval – To be completed by document owner

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Document Owner	A. Bondarenko		

7. Employee Approval – To be completed by employee

Employee Name		Date	
Employee Signature			