

Job Description:
[Assistant Cook]

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| Function: | Government Schools |
| Job:  | Assistant Cook |
| Position:  | Q3 Langley, Assistant Cook |
| Job holder: |  |
| Date (in job since): | July 2018 |
| Immediate manager (N+1 Job title and name): | Chef Manager |
| Additional reporting line to: | Catering Manager |
| Position location: | Q3 Academy, Langley  |
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| 1. Purpose of the Job – To ensure the prompt and efficient preparation and service of all meals to the company’s standard and to the client’s satisfaction and maintaining the cleanliness and hygiene of the Unit to the required standard in the Service Level Agreement. |
| * Service offer is in line with Club Joules Menu service offer and style guide
* Activities listed in the Oasis contract activity plan, including minimum 6 themed special days, parent tasters, school council taster sessions, termly surveys to exceed 80% update of FSM pupils and 70% of cash paying Pupils
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| 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 FY16: | TBC | EBIT growth: | tbc | Growth type: | Patronage and SPH | Outsourcing rate: | n/a | Region Workforce | 5 |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
| Characteristics  | * Client Satisfaction
* Achievement of company and client budgets
* Management of cashless systems and reporting
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| 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. |
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| **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. |
| * Assisting the Chef Manager in providing the Family Service Meal and assisting with the day to day catering arrangements at a school taking specific responsibility for designated key areas. Carrying out food preparation, cooking and serving of meals contributing to the planning and control of all aspects of the service promoting Sodexo at all times through customer care.
* To receive all deliveries and to carry out checks on the delivery and put food stuffs away in the appropriate Freezer/Fridge/Dry Store
* Strict budgetary control in line with client and Sodexo expectations.
* To ensure that all statutory and company regulations and policies relating to Allergens, hygiene, health, safety and fire are enforced and maintained at all times.
* To ensure that all Food temperature records are completed and retained for a duration of time as per Sodexo Policy.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| 1. To assist The Chef Manager with the preparation and presentation of Family Meal service (participating as necessary) at the required time, being provided to the standard laid down in the Service Level Agreement and to the Client's, Customer's and Sodexo’s satisfaction.
2. 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.
3. To assist with any special functions as required, some of which may occur outside of normal working hours.
4. To establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organisation.
5. 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.
6. To assist the Chef Manager with the control and monitoring of the financial performance of the unit and to maintain costs within pre-budgeted targets.
7. To maintain the standards and integrity of the service offer and Service Level Agreement at all times. To carry out a daily service audit and perform activities detailed in the service offer manual under Key Performance Indicators to the frequency and level required.
8. To implement and maintain the Statutory and Company standards of hygiene, health and safety and take any action as is necessary.
9. To take all necessary steps to ensure maximum security of the kitchen, store, office and any other areas under the Sodexo’s control.
10. Attend to any reasonable requests made by the Catering Manager and/or the Chef Manager

**IRREGULAR DUTIES:**1. To relieve and assist in other establishments in certain circumstances.
2. To attend to and take all necessary action, statutory and otherwise in the event of accident, fire, loss, theft, lost property, damage, unfit food or other irregularities and complete the necessary return and/or reports.
3. To attend meetings and training courses as requested.
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| 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 maintain the standards and integrity of the Family Lunch service offer and Service Level Agreement at all times. To carry out a daily service audit and perform activities detailed in the service offer manual under Key Performance Indicators to the frequency and level required
* To establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organisation.
* To implement and maintain the Statutory and Company standards of hygiene, health and safety and take any action as is necessary.
* To implement and maintain all Statutory and Company policies and procedures, communicating it to all staff and ensuring full compliance.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Good standard of literacy and numeracy
* Experience in the job at a previous school
* 706/1 or NVQ2 chef qualification, or equivalent
* Previous catering experience,
* Excellent interpersonal skills and ability to communicate effectively with customers, clients, and staff at all levels
* Basic Food Hygiene Certificate
* Good time management and organizational skills
* Ability to work well under pressure
* Ability to achieve and set standards and operate to performance criteria, with particular regard to hygiene
* Positive approach to learning in role and identifying own training needs as appropriate
* Self-motivated, sense of own initiative
* Ability to work effectively as part of a team with flexible approach to role

**Desirable*** 706/2 or NVQ3 chef hospitality qualification, or equivalent
* Previous experience of catering management and employee engagement
* Experience of managing a team in an educational establishment
* Experience of managing budgets
* Experience of delivering training using company guidelines
* Good standard of financial acumen
* Ability to develop increasing individual effectiveness through leadership, motivation, communication, coaching and training
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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| 9. Management Approval – To be completed by document owner |
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| Version | One | Date | Jun 2018 |
| Document Owner | Rickey Parker |

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