

Job Description

Chef / Catering Manager

Large Primary / Secondary School



Function:	Government Schools
Job:	Chef / Catering Manager
Position:	Chef / Catering Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Account Manager
Additional reporting line to:	Client Relationship Director
Position location:	Secondary School

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 the menu service offer and relevant style guide
- Activities listed in the Oasis contract activity plan, including minimum 9 themed special days, parent tasters, school council taster sessions, termly surveys, to exceed 80% uptake of FSM pupils and 70% of cash paying Pupils and implementation of all marketing activities.

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:	TBC	EBIT growth:	+5%	Gro wth type:	Patronage and SPH	Outsour cing rate:	n/a	Region Workforce	5
		EBIT margin:	+5%			Outsour cing growth rate:	n/a	HR Region	in n/a
		Net income growth:	+5%						
		Cash conversion:	n/a						
Characteristics		<ul style="list-style-type: none">▪ Client Retention beyond July 2020▪ Achievement of / exceeding company and client budgets▪ Management of cashless systems and reporting							

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.



Team of 7 Kitchen staff

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.

- To increase sales by driving uptake in meals and enhance customer experience in order to meet both client and commercial expectations whilst maintaining strict budgetary control in line with client and Sodexo expectations.
- To ensure that all statutory and company regulations and policies relating to Allergens, food hygiene, health, safety and fire are enforced, recorded and maintained at all times and resulting in Green Safeguard audit.
- To ensure that all records and practices relating to Food for Life are maintained at all times and the successful pass of Food For Life Annual Audits and inspections.
- Actively innovate in terms of food presentation and engage in partnered curriculum based food activity, such as Discovery Tables, Classroom Tastings
- To fully implement all marketing campaigns as per the Promobox offers along with seasonal activities

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

1. *To organise and be assisted with the preparation and presentation of all meals 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 present a smart and professional image at all times.*
3. *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. Food items to be presented to at least the minimum standards set out in the Style Guide*
4. *To organise any special function as required and to the correct standard, some of which may occur outside of normal working hours.*
5. *To establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organisation.*
6. *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.*
7. *To control and monitor the financial performance of the unit and to maintain costs within pre-budgeted targets.*
8. *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.*
9. *To implement and maintain the Statutory and Company standards of food and personal hygiene, health and safety and take any action as is necessary.*
10. *To take all necessary steps to ensure maximum security of the kitchen, store, office, safe and monies and any other areas under the Sodexo's control.*
11. *To recruit, interview, control and discipline staff according to the needs of the unit and within the procedure laid down by the Company. To maintain an accurate, up-to-date personnel records for all staff as laid down in the*

Unit Personnel Manual. To keep records of any potential disciplinary issues and keep the Account Manager and Human Resources Manager informed of these.

- 12. To ensure all new staff are given a thorough induction into their job, the unit and the Company. To monitor the performance of staff, carry out performance reviews and provide training and coaching as necessary, and record on the appropriate documents. Actively identify and nurture talent within the team to further meet expectations of client and Sodexo.*
- 13. To have special regard to the welfare of the establishment staff, and to organise regular and effective staff meetings*
- 14. To ensure the correct compilation of the payroll to the latest regulations. To ensure that all Statutory Regulations and Company Policy concerning the staff are adhered to.*
- 15. To have regular contact with the Account Manager and to produce any reports as necessary pertaining to current site activity or events.*
- 16. Utilisation of the schools closed Facebook "Best in Class" application to post activity and to gain best practice ideas from business colleagues is highly advised.*
- 17. Attend to any reasonable requests made by the Account 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. These may include travel and/or overnight accommodation which Sodexo will cover the costs for.*
- 4. To, after a period of 12 months, train and act as a "buddy" for new managers within a geographical region.*

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 control and monitor the financial performance of the unit and to maintain costs within pre-budgeted targets.
- 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 understand and maintain the standards and integrity of the service offer and Service Level Agreement at all times. To carry out a daily service review 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 policies food hygiene, health and safety and take any action as is necessary to ensure full compliance

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

- Strong level of literacy and numeracy
- 706/2 or NVQ2 chef qualification, or equivalent
- Previous catering experience and a Great Passion for Food and Team Engagement

- Excellent interpersonal skills and ability to communicate effectively with customers, clients, and staff at all levels
- Intermediate Food Hygiene Certificate
- Good time management and organizational skills
- Ability to work well under pressure
- Computer literacy
- 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 and the ability to meet target deadlines as set by the Account Manager
- Ability to work effectively as part of and in the development of a team with a flexible approach to role and to successfully implement change

Desirable

- 706/2 or NVQ3 chef hospitality qualification, or equivalent
- Previous experience of catering management and employee engagement
- Experience of managing and developing a team in an educational establishment
- Gross Margin and Selling Price Calculations
- 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

8. 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	

9. Management Approval – To be completed by document owner

Version	One – HRBP Approved	Date	February 2017
Document Owner	School Generic		