**EXPERTISE**

Job description

|  |  |
| --- | --- |
| Function: | Food Services |
| Position:  | General Assistant  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Catering Manager |
| Additional reporting line to: | Head Chef |
| Position location: | Nestle UK – Gatwick |

|  |
| --- |
| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To support the Catering Manager to performance-manage the day-to-day activities within all aspects of FOH and BOH operations. To drive customer satisfaction and embed customer advocacy within the kitchen operations team.
* To support the Catering Manager to deliver service excellence as per the agreed Service Level Agreement between Sodexo and Nestle UK. To grow services in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with Client and Sodexo expectations.
* To provide daily support to front of house and back of house operations.
* To provide absence cover for all positions within the catering function.
* To oversee onsite vending operations, to include cash handling, stock management, H&S and Food Safety paperwork.
* To welcome and provide proactive service excellence to the Client, customers and team members.
* To work both front of house and back of house, proactively engaging with the Client, customers and Team Members and ensuring service levels are surpassed.
* To attend regular 1-2-1 meetings, briefings, huddles and team meetings.
* To support the Catering Manager to implement and comply with all Sodexo and statutory Health and Safety and Food Hygiene requirements. To take accountability for good housekeeping, stock management and rotation, COSHH, cleanliness and tidiness.
* To ensure that all waste streams are identified and disposed of correctly as per Sodexo and Nestle policies and procedures.
* To support Hospitality Operations as and when required.
* To support the wider Sodexo business both on site and off site, as and when required.
* To proactively support all departments and staff within the onsite team and to carry out other reasonable tasks as directed by management.
 |

|  |
| --- |
| 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 FY13: | € |  |  |  |  |  |  |  |  |
|  |  |
|  |  |  |  |  |  |
|  |  |
| Characteristics  |  |

 General Assistant

Catering Manager

Draft. Version: 27-03-2014

|  |
| --- |
| 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. Please show the job titles not the actual people doing the role, i.e. Finance Manager, Project Manager |
|  Head of Talent |

|  |
| --- |
| **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. |
| * Deliver on a day to day basis, the services identified in the statement of works to the required standard,

 ensuring that monitoring and auditing standards are met, as directed by the Catering Manager.* To observe and adhere to all Nestle, Fire, Environmental, Food Safety & Health & Safety regulation.
* To attend any required training sessions necessary to keep up to date on legislation ensuring compliance

 with all current legal and company legislation requirements. * To deliver service excellence at all stages throughout the customer journey, ensuring that expectations are

 surpassed on a daily basis. |
|  |

|  |
| --- |
| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Complete all mandatory training as directed by the Catering Manager.
* Comply with all Company and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include awareness of any specific hazards in the workplace.
* Provide high personal standards of performance, hygiene, appearance and cleanliness at all times.
* Ensure that the Company's standards of cleanliness are achieved and maintained in all FOH and BOH areas.
* To provide operational cover for all positions within the catering function – to include, FSA, General Kitchen Assistant and preparation of cold food.
* To oversee vending operations ensuring processes are adhered to regarding stock management, cash handling, Food Safety and H&S.
* To provide daily operational support as where directed by the Catering Manager.
* Participate in any necessary training and team meetings to complete job responsibilities to the Company and Client’s standards e.g. health & safety, food hygiene.
* Mop up spillages and sweep up debris as required throughout the day, ensuring a clean and safe working environment at all times.
* To provide exceptional levels of customer care through proactively welcoming and engaging the Client, customers and team members.
* Work as a team to promote harmonious working relationships within the Sodexo team.
* Assist at any special ad-hoc functions, some of which may occur outside working hours.
* Report immediately any incidents of accident, fire, theft, loss, damage, unfit food or other irregularities and take such action as may be appropriate.
* Ensure that the onsite maintenance procedures are adhered to and report immediately and cease to use any faulty equipment.
* Wear correct uniform at all times, including the use of PPE as instructed by the Catering Manager.
* Champion the Sodexo H&S culture through the report all near misses and 3a’s to the Catering Manager.
* Work and support in all business areas on site.
* Carry out other reasonable tasks as directed by management
 |

|  |
| --- |
| 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. |
| * **Customer Advocacy**

You will ensure high levels of customer satisfaction are maintained. You will manage customers proactively, ensuring their expectations are exceeded through anticipating customer needs and acting on customer feedback. You will champion customer advocacy to deliver service excellence and drive customer retention. Measurable through achievement of SLA’s, Sales Revenue Targets, Client KPI reports, Contract Retention.* **Service excellence**

You will drive all aspects of service excellence across your business including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and service standards and demonstrate and understanding of the importance that the brand, service consistency and customer loyalty plays in generating repeat and new business. Measurable through achievement of SLA’s, Sales Revenue Targets, Client KPI reports, Contract Retention.* **Risk, governance and compliance**

You are accountable for full compliance and understanding of all company risk, reporting and governance processes. You will ensure that these are fully applied, complied with and adhered to within own business. You will champion food hygiene and safety ensuring adherence to all legislative, statutory and company policy and procedures applicable to Food Services. You will provide resilient and consistent application of policies, processes and procedures ensuring full compliance and understanding of all company risk, reporting and governance processes. Measurable through completion of all mandatory training, Green Pass in the Safeguard audit; 5 Star EHO Rating, reduced accident rates and lost time injury rates and increased and proactive near miss reporting.* **Operational management**

You are responsible for overseeing the operations of your business area and managing its compliance with legal, regulatory and company requirements. You will effectively manage continuous improvements, taking corrective action where necessary and informing line manager of performance issues. You will ensure robust health and safety procedures are adhered to at all times. Measurable through completion of all mandatory training, Green Pass in the Safeguard audit; 5 Star EHO Rating, reduced accident rates and lost time injury rates and increased and proactive near miss reporting. |
| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **Essential*** Demonstrable experience of working in a similar role within the service industry at a comparable level
* Good interpersonal skills, must be able to demonstrate effective verbal and written communication with customers, clients and team members
* Good knowledge of health & safety and food safety
* Able to work on own initiative and within a team environment
* Able to demonstrate attention to detail and adherence to standards
* Analyse problems analytically, develop opportunities and implement innovative solutions
* High levels of personal hygiene and appearance
* Positive approach to learning and identify own training needs as appropriate
* Flexible approach to role
* Understand Service Excellence and deliver Service excellence at all time
* Minimum Level 2 Food Safety

**Desirable*** Industry recognised Food Safety and H&S Qualifications
* Basic IT skills (Word & Excel)
* Level 3 Food Safety
* Cooking experience/qualification

Contextual or other information:* Travel may be required to undertake training, development and supporting the wider Sodexo business
* May be required to work unsociable hours in line with business requirements
* Flexibility on work schedule will be required at times
* This document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation.
 |

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

|  |  |
| --- | --- |
| * Brand Notoriety
 | * Innovation and Change
 |
| * Commercial Awareness
 | * Flexibility
 |
| * Employee Engagement
 | * Learning & Development
 |

 |