**on-site services**

JoB description

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| --- | --- | --- | --- |
| Position Title | Chef Manager | Department | Catering |
| Generic Job Title | Chef Manager | Segment | Corp Services, Key Markets |
| Team Band | A | Location |  |
| Reports to | Account Manager | Office / Unit name |  |

## ORGANISATION StRUCTURE

Account Manager

Chef Manager

Head of Talent

#### Job Purpose

* 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 catering operation to the required standard in the Service Level Agreement

#### Accountabilities or “what you have to do”

* To organise, prepare, cook and serve all meals for the specified service at the required times and to the required standard
* To look at new cooking techniques, menus and recipes which maximise the use of local produce, organic and Fairtrade foods and comply with the HealthyLiving plus criteria and Recipe for Success Guidelines
* To organise and prepare any special functions which may sometimes be outside of normal working hours
* To ensure all work areas and surfaces areas clean and tidy as is practical at all times, especially at the end of the day shift
* Administration duties including: Creating menus, invoicing, health and safety, marketing materials, creating proposals for hospitality, audit documents
* To ensure that all new employees have an induction into: the company, the unit, their role, the services offer and the service level agreement. To ensure that appropriate training is given in Health and Safety, Fire Safety and any Equipment to meet company procedure and government standards
* To maintain accurate, up-to-date personnel records for all staff as laid down in the Unit HR Manual and in line with the Data Protection Act. To keep records of any disciplinary issues and keep the Account Manager and Human Resources Business Partner informed of these
* To monitor the performance of staff, carry out annual appraisals and provide training and coaching as necessary. To monitor absence and keep the Account Manager and Human Resources Business Partner informed of these
* 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
* To ensure the welfare of the unit staff, and provide adhoc support to staff where relevant within the unit environment
* To monitor the safe use of all equipment and to ensure the area of responsibility is maintained to such a level that it complies to all regulations and any faults/repairs are carried out as necessary
* To look at ways to develop the services and the team so that improvements and changes are introduced that encourage sales, positive feedback, continued interest in the service
* To hold regular effective staff meetings, to ensure performance within the unit and clear communication within the team, ensuring that they are minuted. Where actions arise from these meetings ensure that they are completed and recognised
* To have regular contact with the Account Manager and to produce any reports as necessary pertaining to the current service or events
* Attend to any reasonable requests made by the Account Manager
* To assist as may be required from time to time with the services and cleaning down of the unit
* To assist in other local units as may be necessary in an emergency
* To report and to take action about customer and client complaints or compliments: to reduce the former and increase the latter
* To report and, where possible, take action for any incidents of accident, fire, loss, theft, damage, unfit food, or any other irregularities
* To attend meetings and training courses as required
* 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
* Actively seek and identify opportunities for business growth within the contract and external market
* To undertake any other reasonable request as directed

**Key Performance Indicators (KPIs)** **or “What it will look like when you are doing the job well”**

* Delivery of a consistent level of service, within the Company's standards, to the contract specification, service offer and agreed performance, qualitative and financial targets
* Compliance to company and statutory regulations relating to safe systems of work, health and safety, hygiene, cleanliness, fire and COSHH
* Client retention and satisfaction
* Unit audit scores
* People Management

#### Dimensions

|  |  |
| --- | --- |
| ***Financial*** |  |
| ***Other*** |  |

#### Skills, Knowledge and Experience

Essential

* Previous experience of chef supervision
* Basic Food Hygiene Certificate
* 706/2 or NVQ2 chef qualification, or equivalent
* Literate, numerate

Desirable

* 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
* Flexible approach to role
* Good interpersonal skills and ability to communicate effectively with customers, clients, and staff
* Good time management and organisational skills
* Ability to work well under pressure

#### Contextual or other information

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