Oper

Job Description:
General Service Assistant

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| Function: | Operations. Corporate Services. Pharma |
| Position:  | General Service Assistant: Various shifts: 06:30 -17:30 Monday to Friday (40hrs per week) |
| Job holder: | N/A |
| Date (in job since): | N/A |
| Immediate manager (N+1 Job title and name): | Catering Manager |
| Additional reporting line to: | Deputy Catering Manager  |
| Position location: | High Wycombe, 50-100 Holmers Farm Way, High Wycombe HP12 4DP |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Reporting to the Catering Manager/ Deputy Catering Manger all catering units are running smoothly.
* To be responsible for the efficient and cost effective day to day running of the catering units with a focus on healthy eating and making very good impression of the catering service team and food offer.
* To operate an efficient, smooth and well planned daily service.
* Role requirement is to undertake duties such as food production (meat/veg etc), hot/cold beverage construction, vending duties, cleaning duties and hospitality duties when required on day to day schedule pattern.
* Managing stock level, stock rotation and ordering.
* Act as a healthy ambassador and being a passionate about the food.
* To ensure standards of service are in line with the site SOP at all times.
* To delivery exemplary customer service in all areas.
* To ensure a seamless customer experience and delivering the high quality of the products with an exceptional high standards and making an unique taste and presentation making people feel health and well looked after.
* To undertake all catering related duties this to include, food and beverage service, production, delivery and cleaning.
* Stock management, stock control and software activity in all areas.
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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 FY21£TBC | EBIT growth: | tbc | Growth type: | £tbc  | Outsourcing rate: | n/a | Region Workforce | CIRCA employees  |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | 1 x HRBP  |
| Cash conversion: | tbc |
| Characteristics  | This is an important role within the Sodexo organisation. The role is focused on delivering world class integrated FM with oversight from Sodexo management.The business needs will vary in line with contract requirements and there is an expectation that you will provide support as necessary within your abilities and capabilities. |

Draft. Version: 27-03-2014

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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. |
| The main duties and responsibilities of the position include, but are not limited to: * Work as a team - WE, including the daily allocation of duties/ shared job, as per general direction of the line manager, address workload as OUR, support each other.
* Promote Food Safety and Health and Safety within the team and raise awareness amongst all the staff of appropriate HACCP, Food Safety, Health and Safety regulations including PPE, COSHH, SSW, and Risk Assessments.
* Maintain stocks level within planned production guidelines being aware of financial budgets and waste management.
* Reporting of absences, support with staff shortage by being flexible and available to cover other areas of the business when required.
* Reorganise staff schedules to cover areas during holidays, sickness and changes in weather conditions.
* Support with managing appropriate training – including production for each outlet, this to include food production as well as beverages construction, in line with cross training in every area.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Responsible for supporting the operation of the catering department at Johnson and Johnson High Wycombe as directed by the department and site leadership Team.
* Responsible for ensuring standards of customer service are maintained at all times.
* Responsible for ensuring that all till transactions are processed in accordance with Company Policy.
* Responsible for adhering to all Company food safety and health and safety policies.
* Ensure the prompt provision and efficient service of all meals and catering requirements at the specified time to the standards laid down in the KPI's.
* Ensure that the Company’s accountancy documentation and administration procedures are carried out to the Sodexo Way Compliance Standards and that the necessary weekly & monthly returns are completed accurately and transmitted at the appointed time or dispatched manually.
* Maintain levels of stock; effectively manage the stock to minimize the waste, efficient planning required in all catering areas, when ordering stock.
* Ensure that methods of preparation, production and presentation comply with Sodexo’s standards and procedures in all food and beverages.
* Comply with all relevant sections of the Quality Assurance Audit and to complete routine audits.
* Comply with all Company & Client policies, site rules and statutory regulations relating to Health & Safety,

Safe working practices, Hygiene, Cleanliness, Fire and COSHH. This will include your awareness of any specific hazards in your work place and training of staff.* Ensure that all equipment used, is in safe working order, checked regularly and serviced. Report any faults to management, ensure they are rectified and ensure equipment is not used until safe.
* Ensure the standards across the site(s) are in accordance with the Service Level Agreements and Key Performance Indicators specified in the service contract.
* Compile and agree an annual business plan with your line manager and to be responsible for achieving all actions.
* Initiate a process of continuous improvement by undertaking company promotions and extraordinary merchandising initiatives to ensure the profitable growth of the contract.
* Ensure that all written communication represents a professional image to customers, clients and staff.
* Maximize profitable sales by the introduction and maintenance of food service brands to the standard required by the Company.
* Attend to and take all necessary action, statutory or otherwise, in the event of incidents or accident, fire, theft, loss, damage, unfit food, or other irregularities and take such action as may be appropriate.
* Comply with any reasonable instruction from your line manager within the agreed deadline.
* Comply with all Sodexo Company policies/procedures and client site rules and regulations.
* Ensure everyone is being served with accordance to company procedures and SOP.
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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. |
| * Managing the main production and stock on day to day basis.
* Make sure all due diligence our available, then signed off and collected on weekly basis.
* Follow legal requirement in line of managing allergens on daily basis.
* To adhere to the published site rota and shift patterns where directed by site leadership unless in exceptional circumstances.
* To Monitor and track service along with the production performance and quality control.
* To Deliver agreed volumes along with product quality.
* Dealing with customer queries and liaising with the wider team to resolve any issues and concerns.
* To prepare the dining area which may include moving and setting up furniture, setting trolleys and the cleaning and dismantling of these as required.
* To prepare the service area, hot cupboards and other equipment in the dining area for the efficient and effective service of the meal.
* To deliver service standards on daily basis
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| **People*** Passion about food and open-minded to changes and innovations.
* People person who would work well within a team as well as on its own. Provide friendly and supportive atmosphere within the team, Can do Attitude and ownership, this will build team morale and aim to work together to achieve goals. Operate within Company procedures, legislation and Client policies.
* Represent company with a positive, approachable, friendly and professional image.
* To attend an annual PDR with your Line Manager.
* Attend Company Training Courses and District Meetings as requested.
* Plan holidays within the operation and the team lead.

**Essential*** Excellent customer service principles and practices.
* Knowledge of Food Safety and H&S.
* Professional personal presentation.
* Excellent communication skills both verbal and written.
* Ability to contribute to the team.
* Ability to use your own initiative.
* Attention to detail with an eye for an innovations.
* Positive can-do attitude.
* Effective time management.
* Good planning and organisational skills.

**Desirable*** Previous experience in a similar role is desirable.
* Experience of working in a busy, fast changing and demanding environment.

**Other relevant information** * To attend meetings and training courses as required.
* This job description is intended to give an overview of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the job holder at regular intervals and as per food operational changes as and when. Employee will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.
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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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| * Client Growth and Customer Satisfaction
 | * Innovation and Change
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| * Rigorous Management of Results
 | * Brand Notoriety
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| 9. Management Approval |
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| Version | 3 | Date | 17/03/2021 |
| Document Owner | David Woodhouse  |

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| 10. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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