

# JOB DESCRIPTION

|                   |             |                    |                     |
|-------------------|-------------|--------------------|---------------------|
| Position Title    | Head Chef   | Department         | Operations          |
| Generic Job Title | Head Chef   | Segment            | Government          |
| Team Band         | K2 Grade    | Location           | Edinburgh, Scotland |
| Reports to        | Stuart Rose | Office / Unit name | Scottish Parliament |

## ORGANISATION STRUCTURE



## Job Purpose

- Assist the Executive chef in the effective and efficient running of the kitchen departments at the Scottish Parliament ensuring all contractual specification are consistently met. Supervise the kitchen team, ensuring proper delegation of duties to meet demands of the business

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

- To ensure all aspects of the food preparation, presentation, service and cleanliness of the unit to the Company’s standards
- To assist in the compilation of all food orders ensuring all areas are stocked to satisfy the business needs
- To monitor and control food costs and ensure department operates within food gross profit % requirements
- Liaise with the Executive Chef to ensure good communication with all the team on what is expected on the food offer preparation & presentation as per specification
- Ensure the team are motivated and customer focussed and contribute to regular team meetings
- Comply with all Company and statutory regulations relating to HACCP, Health & Safety, safe working practises, hygiene, cleanliness, fire and COSHH. This will include awareness of any specific hazards in the work place and highlighting any near misses
- Comply with all Company and statutory regulations relation to Food safety, safe working practices, allergen awareness and allergen safe working practices
- Ensure all temperature & cleaning records are being recorded on a daily basis and that all areas are compliant with the standards of cleanliness and temperatures on forms
- To ensure the supervision of all the team to ensure standards of operation are met and addressing any behaviours that have been identified as not being achieving a satisfactory consistent standard.
- Work to high standards of personnel performance, hygiene, appearance and cleanliness at all times including all team members
- Communicate well and demonstrate a pleasant, polite, efficient caring and friendly service to customers in all areas of the catering department

- Ensure that food is prepared, presented and served in a clean hygienic environment to the contract specification
- Assist at times by serving customers at the counter and engaging with them to gain feedback when appropriate
- Complete all necessary documentation for each service within the unit compliance standards
- Assist with the stocktake weekly or as and when directed by line manager ensuring stock is secure and well rotated
- Place daily/weekly orders ensuring these are cost effective and stock levels reflect business levels and wastage is kept to below target of 5%
- Ensure every opportunity is taken to up sell and encourage sales and liaise with the Executive Chef and Front of House Services Manager on the Marketing plan for all departments.
- Load service counters to ensure sufficient supplies throughout the service period, food is presented in clean, correct containers and counters are clean throughout the complete times of service. Layout is in accordance with agreed service level
- Supervise and undertake when required all aspects of cleaning kitchen equipment, walls fixtures, fittings, pots, cutlery, glassware, microwaves, etc. to the required standards according to the cleaning rota or as directed by Executive Chef
- Undertake training and team meetings as required e.g. food hygiene health and safety
- Assist at any special ad-hoc functions, some of which may occur outside working hours.
- Report any customer complaints or compliments and take some remedial action if at all possible
- Report immediately any incidents of accident, fire, theft, loss, damage, unfit food or other irregularities and take such action as may be appropriate.

- To actively promote the vision of “improving the quality of Daily Life” for the Client and customers of the Scottish Parliament
- In conjunction with the Executive Chef complete the Employee performance reviews on an annual and 6 monthly review
- Work as a team to promote harmonious working relationships within the Sodexo team
- Cover in other areas during periods of business downtime, holiday and sickness as directed by direct line manager/supervisor
- Carry out other reasonable tasks as directed by management

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

- To deliver the service without any complaints or issues raised by the customer
- Help ensure a green safeguard audit and pass from local environmental health inspection
- To ensure the team deliver excellent 5\* customer service at all times
- To ensure the team deliver high standards of food presentation at all times
- To deliver 100% KPI monthly performance result that apply to the delivery of the Catering service
- Hold and pass intermediate annual Food Hygiene & Health & Safety certificate
- To achieve staff engagement with focus on 5
- To follow all Company cash handling procedures if applicable
- To demonstrate the key behaviours to reflect the Sodexo values
  - Team spirit
  - Service spirit
  - Spirit of progress

**Contextual or other information**

- Smoking only permitted in designated areas. Mobile phones must be switched off during working hours. Constraints may change from time to time - see the staff notice boards.

- During the course of your duties the post holder may have access to, or witness confidential information, which must NOT be divulged to an unauthorised person at any time
  - NB. Whilst every effort has been made to ensure the details of the job description are correct – due to the varied requirements of the catering and support services industry, this job description cannot be exhaustive. Therefore, the job holder may be required from time to time carry out other tasks in order to meet the operational needs to the business.