

Job Description:
Chef Manager

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| Function: | Unit Management |
| Job:  | Chef Manager |
| Position:  | Chef Manager |
| Job holder: | New contract |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Erica Reeves – Account Manager |
| Additional reporting line to: |  |
| Position location: | OneFamily, Brighton |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To ensure the prompt and efficient preparation and service of all food and beverages to the company’s standard and to the client’s satisfaction, maintaining the safety, cleanliness and hygiene of the Unit to the required standard in the Service Level Agreement and KPIs.
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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 FY17: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
| EBIT margin: | tbc |
| Net income growth: | tbc | Outsourcing growth rate: | n/a | HR in Region  | tbc |
| Cash conversion: | tbc |
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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. |
| * Managing team of 3 employees
* Liaising with client and customers
* Monitoring and controlling financial performance of the unit
* Maintaining health & safety standards
* Liaising with on-site facilities team to ensure maintenance issues are reported and resolved promptly
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| 1. To organize, prepare and present all food and at the required time, provided to the standard laid down in the Service Level Agreement and to the Client's, Customer's and Sodexo’s satisfaction.
2. To ensure that all food is prepared with due care and attention, particularly in regard to customers’ special dietary requirements and allergen awareness.
3. To organise all hospitality catering for meeting rooms and any special functions as required, some of which may occasionally occur outside of normal working hours.
4. To establish and maintain good relationships with individuals at all levels within the Company and the Client organisation.
5. To ensure that the Company's accountancy, documentation and administration procedures are carried out to the specified standard and that the necessary weekly and monthly returns are completed accurately and sent to the appointed office on time. This may be electronically, paper-based, or both, as instructed.
6. To control and monitor the financial performance of the unit and to maintain costs within pre-budgeted targets.
7. To maintain the standards and integrity of the service offer and Service Level Agreement at all times. To carry out a daily service checks, including pre-service briefing, and perform activities detailed in the service offer manual under Key Performance Indicators to the frequency and level required.
8. To implement and maintain the Statutory and Company standards of hygiene, health and safety and take any action as is necessary.
9. 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.
10. 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 accurate, up-to-date personnel records for all staff. To keep records of any disciplinary issues and keep the Account Manager and HR Manager informed of these.
11. 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.
12. To have special regard for the welfare of the establishment staff, and to organise effective weekly staff meetings.
13. 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.
14. To have regular contact with the Assistant Account Manager and to produce any reports as necessary pertaining to current or events.
15. Attend to any reasonable requests made by the Account Manager or Assistant Account Manager.
16. 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.
17. To attend meetings and training courses as requested.
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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. |
| * Achieving consistent score of 95% or better in client monthly KPI audits
* Meeting unit budget performance (sales, food GP, bottom line profit targets)
* Maintaining 5 stars local EHO score
* Maintaining Green Safegard audit score
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| Knowledge, skills and experience required:Essential* Previous catering experience
* Good standard of literacy and numeracy, sound financial acumen
* Competent IT skills including MS Word, MS Excel and MS Outlook
* Good administrative work practices
* Experience of managing a team
* Experience of managing a budget
* Excellent interpersonal skills and ability to communicate effectively with customers, clients, and staff at all levels
* Good time management and organisational skills
* Ability to work well under pressure
* 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

Desirable* Level 3 Food Hygiene Certificate
* NVQ2 chef qualification or equivalent
* Experience of delivering training using company guidelines
* Ability to develop increasing individual effectiveness through leadership, motivation, communication, coaching and training
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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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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Learning & Development
 | * Employee Engagement
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| * Commercial Awareness
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| 9. Management Approval – To be completed by document owner |
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| Version | V1 | Date | 09/07/18 |
| Document Owner | Erica Reeves |

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