

# JOB DESCRIPTION

Function:	Operations
Position:	<b>EXECUTIVE HEAD CHEF</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	General Manager
Additional reporting line to:	
Position location:	Royal Lytham & St Annes Golf Club, Links Gate, St Annes on Sea. Lancashire FY8 3LQ

## 1. Purpose of the Job – State concisely the aim of the job.

- To design and deliver innovation at all times in our food service offers
- To understand our clients and customers expectations and ensure our food offers are reflective of that
- To ensure that the kitchen brigade are managed effectively to ensure prompt and efficient preparation and service of all food offers
- To maintain the cleanliness and hygiene of the unit to the required standard
- To promote Sodexo values
- Develop food offer strategy in line with current and emerging consumer needs and market trends
- Own, define, maintain culinary development plans, as well as leading change management processes
- Supporting contract Service Levels Agreements (SLAs)
- Drive innovation and continuous improvement of people, systems and processes

## 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.

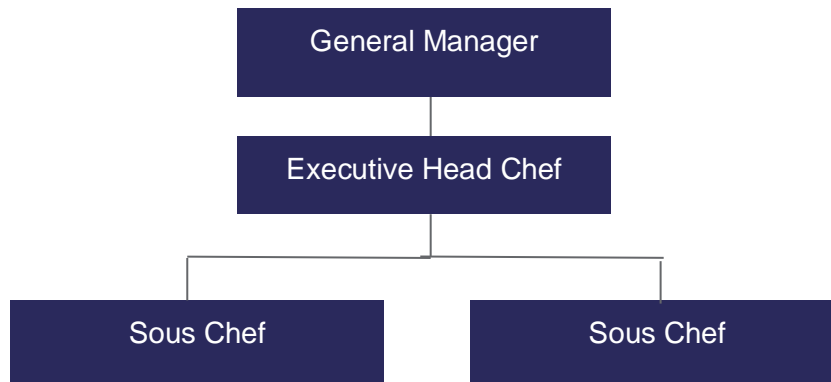
Revenue FY16:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics    ■    Add point:									

**Financial:** Supporting a £0.5 million turnover business

**Personnel:** 2 direct report

**Other:**

**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



#### 4. Context and main issues

- Fluctuating levels of business which vary between core business and events
- Level of dietary requirements
- Clubhouse infrastructure
- Intense levels of business during peak periods
- A diverse and well-established customer demographic who can be resistant to change
- Multiple on-site operations all happening at the same time
- Liaising with multiple suppliers

#### 5. Main assignments

- Understand the vision of Royal Lytham Golf Club
- Research the market place for forward thinking suppliers to deliver the very best in product and price for our business
- Liaise with purchasing and Safeguard with regards to any new suppliers
- To establish close working relationships with other executive chefs in the segment that bring mutual benefit to the venue and the wider business
- Develop and deliver projects set by clients in the agreed timescale
- Design menu's that are reflective of the vision and are appropriate for the Clubhouse and events
- Ensure each menu is costed appropriately and margins are within agreed parameters
- Present each menu design at relevant client tastings and be able to speak passionately about each dish
- Support the General Manager as necessary to win new business
- To ensure that the Company's accountancy, documentation and administration procedures are carried out to the laid down standard and that the necessary weekly returns are completed accurately and sent to the appointed office on time. This may be electronically, paper-based, or both, as instructed.
- Ensure that all food is prepared with due care and attention and that everyone in the kitchen is aware of how to deal with special dietary requirements
- Monitor waste, ensuring that it is kept to a minimum and action plans are put in place as necessary
- Adhere to the clients waste streaming and recycling policy
- Liaise with Safeguard as necessary
- Ensure that all costs and expenditure are within the budgeted levels. Control all costs such as labour, expenses, cash purchases as agreed with your line manager

- Comply with all Company & client policies, procedures and statutory regulations including Human Resources, site rules, Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place
- Participate in any necessary training and team meetings as required to complete job responsibilities
- Work as a team to promote harmonious working relationships within the Sodexo team
- Design, hire and develop the future RLGC culinary team
- Encourage and support the personal development of team members
- Report immediately any incidents or accidents, fire, theft, loss, damage, unfit food, or other irregularities and take such action as may be appropriate
- Develop relationship with service operations
- Adhere to Sodexo purchasing policy with that of the segment and wider Sodexo business
- Carry out other reasonable tasks as directed by management

## **6. Accountabilities**

- Ensure via either internal or external channels that there is continual innovation in the food service offer
- Both client and customer feedback consistently scores the food as excellent
- There is good two-way dialogue regarding the food offer with our client and win win scenarios are sought
- Menu specifications are detailed and trained ensuring 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 & safety, hygiene, cleanliness, fire and COSHH
- Opportunities for business growth both within the contract and the external market are actively sought
- Assistance is given in new business contract set up, mobilisation and food offer development
- Training and development of the team is given a focus for performance, engagement and retention
- Green Safeguard audit scores are achieved across the site.
- Labour costs and food cost of sale are within agreed parameters

## **7. Person Specification**

- Fine Dining background
- Industry knowledge
- Presentation skills
- Financial awareness and understanding of Profit & Loss accounts and cost controls
- Excellent planning skills
- Understanding of retail food offers
- Management of a team

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

■ Growth, Client & Customer Satisfaction / Quality of Services provided	■ Leadership & People Management
■ Rigorous management of results	■ Innovation and Change
■ Brand Notoriety	■ Industry Accumen
■ Commercial Awareness	
■ Employee Engagement	
■ Planning & Organising	