

# Job Description: Head Chef



Function:	Operations
Position:	<b>Head Chef</b>
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Operations Manager, Pancras Square
Additional reporting line to:	Business Support Manager
Position location:	Pancras Square, London

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

- To produce all catering services at the required times to the company offer (Modern Recipe) standards, within the agreed specification and to the agreed performance, qualitative and financial targets
- To take responsibility for the unit in the absence of the Operations Manager

## 2. 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.

- Actively enforce relevant statutory, company and site OH&S compliance together with the monitoring of related equipment
- Motivate, engage and lead catering employees to perform their roles to a high standard and in alignment to Sodexo policies and procedures
- Actively seek and identify opportunities for sales growth within the contract and external market
- Ensure financial documentation and accountancy of the unit (and those from suppliers) is accurate and within agreed budgeted levels

## 3. Main assignments – Indicate the main activities / duties to be conducted in the job.

- 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 and Modern Recipe guidelines
- Be the face of the food service and own the service front and back of house
- Ensure that the Company's accountancy documentation and administration procedures are carried out to the Sodexo Way Compliance Standards and that the necessary weekly and monthly returns are completed accurately and transmitted at the appointed time or dispatched manually.
- Ensure that all costs and expenditure are within the budgeted levels agreed between the Client and Sodexo and unit is trading in line with budget targets. Control all costs such as labour, expenses, cash purchases as agreed with your line manager.
- Ensure tariff prices are correct, that all catering services are costed and charged according to the terms of the contract and that the ROL program is fully adhered to.
- Maintain levels of stock, cash, local credit and debt outstanding to the agreed establishment targets.
- Ensure that methods of preparation, production and presentation comply with Sodexo's standards and procedures.
- Obtain purchases from Sodexo nominated suppliers.

- Comply with all relevant sections of the Quality Management System and to complete routine audits at a frequency as indicated in the QMS.
- 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/client, ensure they are rectified and ensure equipment is not used until safe.
- Ensure that all equipment, monies and the overall establishment, is safe and secure at all times
- Ensure the standards across the site(s) are in accordance with the Service Level Agreements and Key Performance Indicators specified in the service contract
- To attend and participate in internal and client meetings as required
- To take adequate steps to ensure the security of Company and Client property and monies under your control.
- Recruit, manage, induct, train, motivate and appraise staff to promote good employee relations and operate within Company procedures, legislation and the Investors in People standards. (Staff PDR to be conducted in line with Company policy). Maintain training records for all staff, ensuring that individual needs are recognized and met either through on or off job training.
- Ensure that all Sodexo employees project a positive, approachable, friendly and professional image.
- Hold weekly daily briefing meetings using the format provided and hold weekly team catering meetings
- To attend a PDR with your Line Manager and to agree and take ownership of your PDR and your training and development needs.
- Attend Company Training Courses and District Meetings as requested.
- Plan and control holidays within the operation to 'self-cover' where practicable.

**4. 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.

- P & L reporting completed in a timely manner, with performance ahead of the company targets
- Service delivery to the standard detailed in the contract SLA as a minimum
- Compliance with all relevant Health and Safety regulations
- Service development and continuous improvement via planned and communicated plan
- Positive Client satisfaction and relationship
- Unit audit scores
- Staff turnover & recruitment practice in line with company guidelines
- All Internal compliance standard delivered

**5. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Proactive
- Excellent communicator
- Resilient
- Working with others
- Good listener
- Excellent interpersonal skills
- Reliable and trustworthy
- Can-do attitude
- A Hands On approach

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

- Proven experience in managing and leading a kitchen team
- Industry acumen and knowledge of external catering developments and innovations
- Strong financial understanding and demonstrable budgeting management
- Experienced in adhering to and driving company initiatives
- Personal innovation and passion for food and service

- Demonstrative customer focus and service skills
- Strong communication, and negotiation skills
- Experience working in a standards /compliance environment
- Relevant craft and H&S qualifications and training

**7. Management Approval** – To be completed by document owner

Version	2	Date	February 2021
Document Owner	Jessica Hamill		

**Employee Signature** ..... **Date**.....