



HERITAGE  
PORTFOLIO



BY APPOINTMENT TO  
HER MAJESTY THE QUEEN  
SUPPLIER OF CATERING SERVICES  
HERITAGE PORTFOLIO LTD  
EDINBURGH

Function:	Heritage Portfolio
Position:	<b>Head of Patisserie, Heritage Portfolio</b>
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head Chef Heritage Portfolio
Additional reporting line to:	
Position location:	North Fort Street - CPU

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

Our central production unit is the heart of our operations, producing a wide range of high-quality bread, cakes, pastries, and patisserie items for our various outlets across Edinburgh as well as supporting the creation of bespoke seasonal recipes that supplement our event menus.

**Job Description:** We are seeking a highly skilled and experienced Patisserie Chef to lead our central production unit. The ideal candidate will be a creative and dedicated professional with a passion for the art of patisserie and baking. You will be responsible for managing high-volume production while maintaining the highest standards of quality and consistency of product to support our events and retail venues. The role will be responsible for driving innovation with the creation of new bakery products as well as the creation of dessert menus that will be executed across our annual calendar of events business.

### Key Responsibilities:

- Oversee the daily operations of the central production unit, ensuring efficient and high-quality production of bread, cakes, pastries, and patisserie items.
- Develop and implement innovative recipes and techniques to continually enhance our product offerings.
- Manage and train a team of pastry chefs and bakers, fostering a collaborative and productive work environment.
- Ensure strict adherence to food safety and hygiene standards.
- Collaborate with the management team to align the production unit's goals with the overall objectives of the establishment.
- Control inventory and manage supply orders, ensuring cost-effectiveness without compromising on quality.
- Regularly assess and improve workflow and processes to maximize efficiency.
- Stay up-to-date with industry trends and integrate new and exciting concepts into our product range.

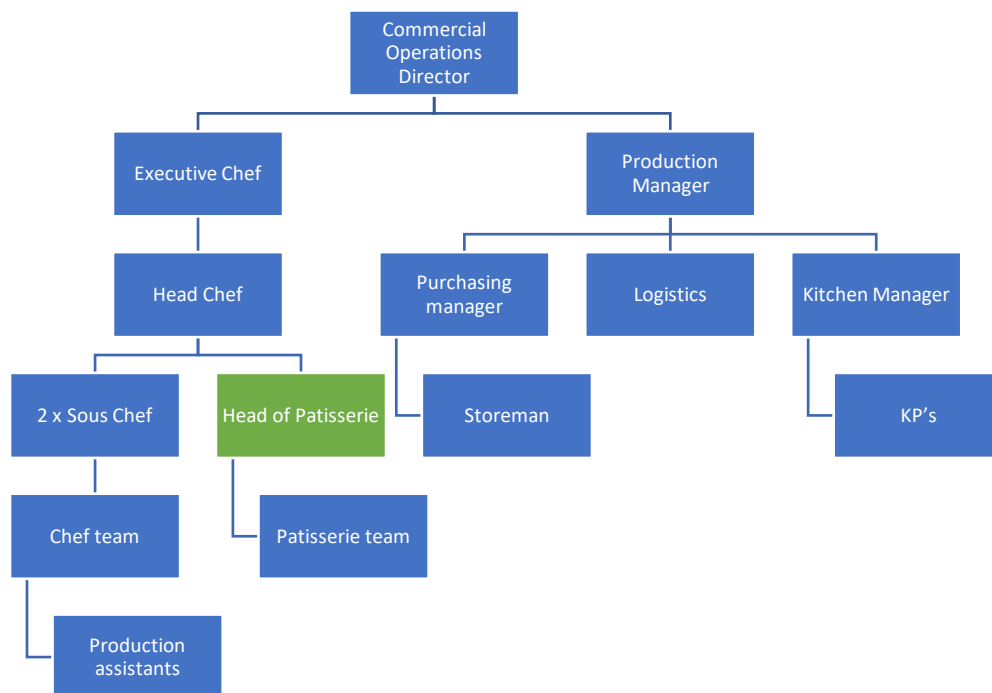
**2. Dimensions** – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY21:		EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	n/a
		EBIT margin:	%			Outsourcing growth rate:	n/a	HR in Region	
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics									

**3. 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.

- Delivery of a consistent level of service, within the Company's standards, to contract specifications, service offer and agreed performance, qualitative and financial targets.
- Compliance to company and statutory regulations relating to “SEMS “safe systems of work, health & safety, hygiene, cleanliness, Fire, COSHH. Purchasing at North Fort Street and all satellite Event kitchens that we work in.
- Continual innovation is demonstrated with regards to menu and offer development
- Training and development of the team is given a focus for performance, engagement and retention.
- Green Safeguard audit scores are achieved at CPU kitchen and stores.

**4. 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.



**5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- Culinary Expertise in Pastry and Baking: Profound knowledge of baking techniques, pastry creation, chocolate work, and dessert preparation. This includes understanding of ingredients, flavour pairings, and presentation.
- Creativity and Innovation: Ability to develop new recipes and adapt existing ones, keeping up with industry trends and customer preferences. Creativity is essential for designing visually appealing and delicious products.
- Leadership and Team Management: Skilled in leading and motivating a team, managing staff schedules, training new employees, and maintaining a positive work environment. A good Patisserie Chef must be an effective communicator and able to resolve conflicts.
- Time Management and Organisation: Ability to efficiently manage time and multitask, especially important in high-volume production settings. This includes planning production schedules, meeting deadlines, and organising workflows.
- Attention to Detail: Precision in measuring and mixing ingredients, adherence to recipes, and maintaining high standards of quality and consistency in all products.
- Financial Acumen: Understanding of cost control, budgeting, and inventory management. The chef must be able to work within financial constraints to manage expenses and maximize profitability.
- Knowledge of Food Safety and Hygiene: Strict adherence to food safety regulations and hygiene standards is critical in a professional kitchen.
- Physical Stamina and Dexterity: The role can be physically demanding, requiring long hours of standing, lifting heavy items, and performing repetitive tasks with precision.

- **Problem-Solving Skills:** Ability to quickly address and resolve issues related to production, equipment, or staff.
- **Passion and Dedication:** A genuine passion for pastry and baking, along with a commitment to excellence in the culinary arts.
- **Adaptability and Flexibility:** Capable of adapting to changing circumstances, such as last-minute orders or changes in production requirements.
- **Customer Focus:** Understanding of customer preferences and the ability to cater to specific requests or dietary needs.

**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.

- Working within agreed cost centres
- Client/customer satisfaction
- Comply with company and statutory regulations.
- Develop a good understanding of the site's requirements

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

- Previous relevant experience operating Patisserie kitchens
- Previous track record of delivering small and large-scale events to the highest and most innovative standards.
- Ability to demonstrate a track record of consistently delivering commercial targets.
- IOSH Managing Safely
- CIEH Level 3
- Proven experience as a Patisserie Chef, with a minimum of [X years] experience in a high-volume production environment.
- Formal culinary training, with a specialization in pastry and baking.
- Strong leadership skills and experience in managing a team.
- Exceptional knowledge of traditional and contemporary baking techniques.
- Excellent organizational and time-management skills.
- A keen eye for detail and a commitment to quality.
- Ability to work under pressure in a fast-paced environment.

**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	
Commercial Awareness	
Employee Engagement	
Learning & Development	

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

Version		Date	
Document Owner			

**10. Employee Approval** – To be completed by employee

Employee Name		Date	
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