

**DEFENCE & GOVERNMENT SERVICES**

Job Description:
Chef Manager

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| Function: | Defence & Government Services |
| Generic job:  | Chef Manager – Unit Manager J2 |
| Position:  | Catering Support Manager - JRDs |
| Job holder: | Mark Warn |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Food Services Manager |
| Additional reporting line to: | Contract CRL Services Manager |
| Position location: | Colchester PFI |
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| 1. Purpose of the job  |
| * To plan, organise and coordinate junior ranks and hospitality catering including training and development of chef teams across Colchester PFI mess and retail Services
* To perform and supervise the day to day activities and delivery of catering services
* To ensure standards of service detailed in the service level agreement, KPIs and within the schedules of the contractual terms and conditions are achieved, maintained and developed for assigned operational business area
* To contribute to the growth of all services to meet client and commercial expectations whilst maintaining strict budgetary control within operational business area in line with client and Sodexo expectations
* Continually monitor all food standards and hygiene standards and ensure they are maintained at the highest level
* To drive catering performance through adherence to all promotional activity and marketing initiatives
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| 2. Dimensions  |
| Revenue FY19: | €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 |
| Characteristics  |  |

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| 3. Organisation chart  |
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| **4. Context and main issues**  |
| * Comply with all legislative requirements
* Adhere to any local client site rules and regulations
* Role model safe behaviour
* Travel and overnight stay may be required to undertake training and other business requirements
* Unsociable hours in line with business requirements maybe required
* Flexibility on work schedule and location maybe required
* Collaboration with all other site department managers to ensure the effective management of the site overall
* Effective collaborative working with Sodexo external partners, DIO employees and MoD consumers and personnel
* Ensure all practices are in line with Sodexo policies and procedures and those set out within Health and Safety and Food safety guidelines/legislation
* To act as a site SME where appropriate to support other department managers and departments, offering guidance and support where required.
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| 5. Main assignments  |
| * To continue to develop one’s own skills and knowledge within the position, including any required training courses
* To maintain excellent client/customer relationships
* To attend team briefs, huddles and meetings as required
* To attend your appraisal meetings to discuss and agree job performance, objectives and development activities
* To maintain professional work standards at all times
* To care for all company equipment and ensure that any faults are reported to management
* To understand all wastage data and contribute to the reduction against company and individual targets
* To review actual wastage performance against targets with management team and create action plans to correct any concerns identified
* To continually review of the SOR and SSS against delivery to ensure no contract creep
* To implement action plans to close out any areas of shortfall identified in contract audits such as, LSI, Service Operations and internal and external audits
* To provide day to day catering support including stock management and service delivery
* To support with the development of current and future food offers
* To support with the development of catering terms, including contracted MOD personnel
* To work in conjunction with other department managers to plan, organise and coordinate service activity within own assigned operational business area and across the site
* To ensure daily standards of service in assigned operational area, as detailed in the service level agreement, within the schedules of the contractual terms and conditions and in line with applicable Sodexo service offer standards are achieved, maintained and developed
* To contribute to the growth of services in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with client and Sodexo expectations
* To continually monitor all H&S and FS standards in all service operations and ensure they are maintained at the required level
* To drive performance through adherence to all promotional activity and marketing initiatives
* To contribute to the achievement of site budget performance as determined by segment business objectives
* To work in conjunction with other department managers to ensure operational excellence within assigned operational business area with specific responsibility for labour management and performance of a defined group of employees.
* Active involvement, promotion and support of activities aligned towards employee engagement and achievement of IIP Gold standard
* Develop and maintain a positive internal and external network
* Continued professional learning and development in soft FM services
* To carry out any other reasonable tasks and/or instructions as directed by management
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| 6. Accountabilities |
| **Leadership and people*** The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will provide leadership and clear direction on all aspects of the assigned operational business areas, ensuring assigned employees deliver on business objectives. The role holder is responsible for supporting the delivery of the people plan and subsequently developing future capability of front line teams. The role holder will lead by example and champion effective communication.

**Risk, governance and compliance*** The role holder is accountable for full compliance and understanding of all company risk, reporting and governance processes within their assigned operational area. The role holder will ensure that these processes are fully applied, complied with and adhered to within assigned operational business area. The role holder is accountable for cash and stock within the assigned operational business area where applicable; therefore cash and stock company procedural compliance is a requirement.

**Relationship management client and team*** The role holder is responsible for managing client and customer relationships and developing and maintaining strong business relationships. The role holder must seek to understand the client’s business environment and drivers, developing and maintaining strong relationships and establishing a network of client contacts. The role holder will manage clients proactively and professionally, in line with Clients for Life®, ensuring Sodexo delivers service in line with the client’s business objectives. The role holder will understand the importance the client places on partnering principles and endeavour to establish a dynamic and positive culture for co-operative business relationships and improvements to service.

**Operational management*** The role holder will be responsible for overseeing their assigned operational business area and managing compliance with legal, regulatory and company requirements including the quality management system (QMS). The role holder will effectively manage continuous improvements, taking corrective action where necessary and informing their line manager of performance issues. The role holder will ensure robust health and safety procedures are implemented, reviewed and reported on a regular basis.

**Service excellence*** The role holder will be responsible for driving all aspects of service excellence across their operational business area including brand integrity, quality, compliance, Sodexo’s corporate social responsibility and service standards. The role holder will ensure that work is appropriately recognised and expected standards ensuring the offer is meeting the customer’s needs through full and correct use of company tools. In partnership with subject matters experts you will champion and embed service excellence initiatives across your business area and ensure that all services are aligned to the defence client and customer needs and deliverable within budget.

**Continuous development*** The role holder will be responsible for the continual development and improvement of all on-site services, resulting in improved services, increased sales and reduced costs. The role holder will also continually monitor financial performance (e.g. supply chains, sales, labour, expenses, internal issues) to ensure that the budget figures are maintained and improved. When variances occur, to provide written explanation of costs and implement action plans for correction.
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| 7. Person Specification  |
| Essential:* Knowledge of working in a management role within the service industry
* Leadership skills and knowledge
* People management skills including general HR skills in recruitment, training and managing employee performance including disciplinary and grievance procedures.
* Good numerical, interpersonal and communication skills, must be able to demonstrate effective verbal and written communication
* Management knowledge of health & safety and food safety
* Ability to make independent decisions
* Able to work on own initiative within a team environment
* Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
* Able to demonstrate attention to detail and adherence to standards
* Analyse problems analytically, develop opportunities and implement innovative solutions
* Proven experience of managing client relationships within a contract environment
* Food safety qualification equivalent to CIEH level 3
* Proven experience in catering sector, including stock management, cash controls and customer service
* Must have one of the following qualifications or equivalent – BSC (catering), MHCIM, HND, City and Guilds 706/1 and 2, NVQ level 2 in catering

Desirable:* Experience of working within military environment
* Previous experience in effectively managing in a similar role
* Health and Safety qualification equivalent to IOSH managing safely
* Soft FM specific technical skills including contract catering, hospitality, retail and cleaning knowledge and skills
* Proven track record of leading, managing and developing a team
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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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| * Focus on customer and client
 | * Personal and influencing skills
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| * Business and financial acumen
 | * Leading for excellence
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| * Strategy and implementation
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| * Intellectual agility and eagerness to learn
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| * Promoting the brand
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| 9. Management Approval – To be completed by document owner |
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| Document Owner | AC |

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