

Job Description: Group Executive Chef

Function:	
Position:	Group Executive Chef
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Account Director:
Additional reporting line to:	
Position location:	Virgin Clubhouse Heathrow Terminal 3

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

- To ensure that the catering services are delivered at the required times to the company's standards, within the agreed specification and to the agreed performance, qualitative and financial targets
- To take responsibility for the food production with in the Virgin Atlantic Clubhouse network
- To be responsible for delivering menu cycles within the agreed upon time frames

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

- Meet the demands of customers by providing the right catering services within the agreed SLA and contract agreement
- Ensure financial documentation and accountancy of the unit (and those from suppliers) is accurate and within agreed budgeted levels
- Assist the craft teams under your control to manage the quality and hygiene of the food cycle from preparation through to delivery
- Actively enforce relevant statutory, company and site OH&S compliance throughout the unit
- Motivate and lead the craft team to perform their roles to a high standard and in alignment with Sodexo policies and procedures
- Actively seek and identify opportunities for business growth within the contract and external market
- Manage menu development, including providing tasting sessions to the client catering committee
- Manage Craft team holidays and sickness levels in alignment with the Sodexo policies and procedures
- Manage menu cycles
- Focus on innovation and evolution on service offerings

3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- The Clubhouse operates 365 days per year from 6am to VA's last flight departure (currently around 9:30pm)
- There are 67 full time employees mostly working 4 early shifts, 2 days off, 4 late shifts, 2 days off repeating.
- Recruitment is a constant challenge with full pass vetting requiring 5-year employment history, criminal record checks, and general security awareness training. This is a strong reason for focusing on staff retention and internal development.
- Menu changes are twice per year for spring/summer and autumn/winter.
- We are currently serving an average of 1400 covers per full day.
- We have 2 lounges at Heathrow, The Clubhouse which is the departure lounge and Revivals which is the arrivals lounge.
- The client operates the main front of house operations, and Sodexo deliver the back of house.
- There are several other contractors on site serving other functions such as housekeeping and facility maintenance.

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.

- Ensure smooth day to day running of the catering operations.
- Ensure NPS KPI achieved.
- Maintain a safe working environment in accordance with Sodexo H&S Policies and HAL regulations.

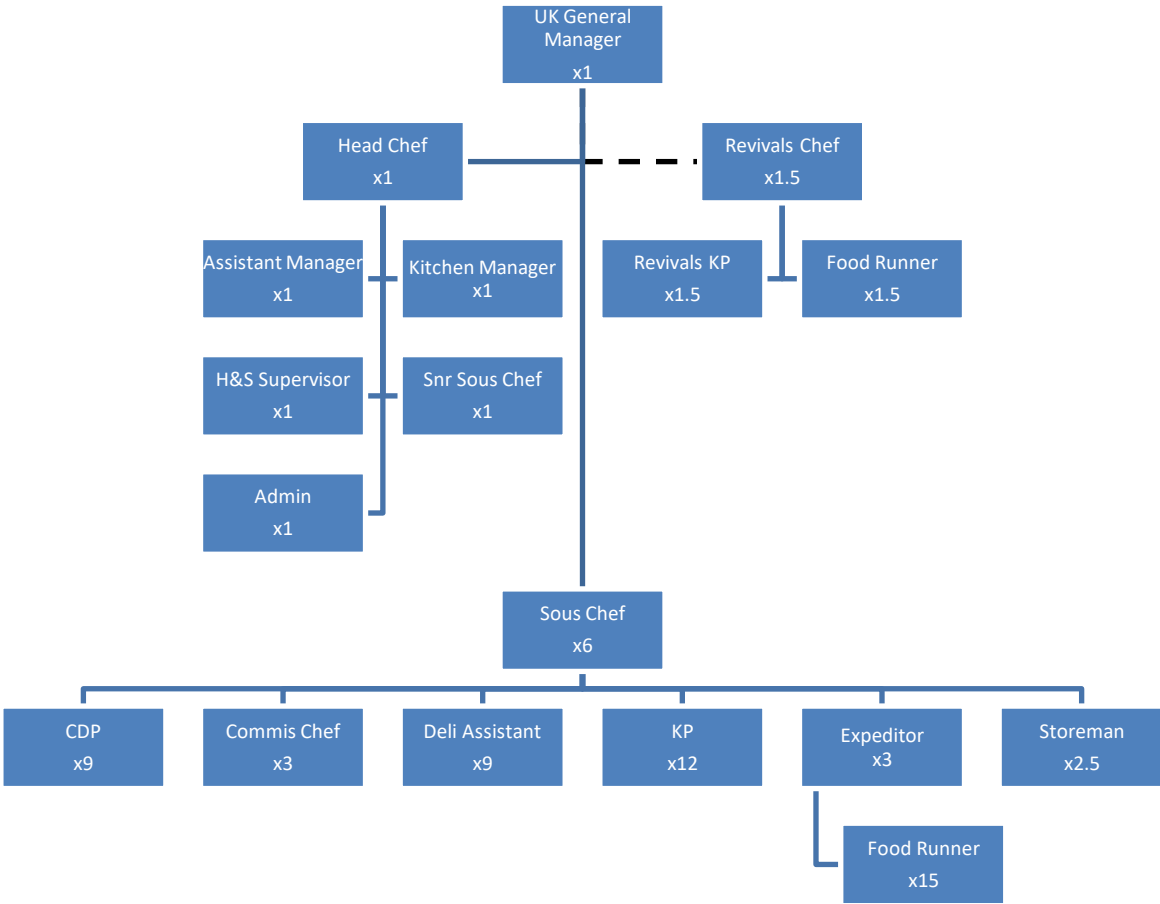
5. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

- Turnover - UK Only
- 71 full time employees – UK only
- 6 operational sites, 2 in LHR, 1 in New York JFK, 1 in SFO San Francisco, 1 in IAD Washington Dulles, 1 in JNB Johannesburg South Africa

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

- Essential Proven experience in managing and leading a kitchen team
- Catering qualifications at 706 1 / 2 or equivalent as a minimum Industry acumen and knowledge of external catering developments & innovations
- Strong financial understanding and demonstrable budgeting management
- Experienced in adhering to and driving company initiatives
- Personal innovation and passion
- Demonstrative customer focus and service skills
- Strong communication and negotiation skills
- Experience working in a standards /compliance environment
- Excellent craft skills
- IT literate

7. Organization chart – Indicate schematically the position of the job within the organization. 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.



Levels

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Received:

Date:

Date:

Job holder

Immediate Manager