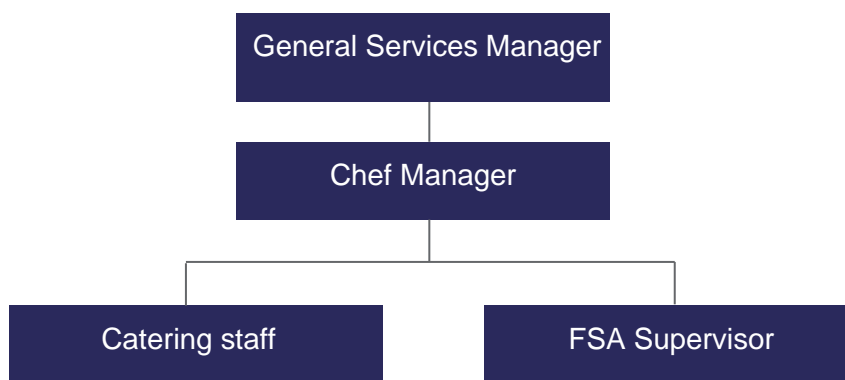


# JOB DESCRIPTION

Position Title	Chef Manager	Department	Catering
Generic Job Title	Chef Manager	Segment	Government & Agencies
Team Band		Location	Newbold Revel
Reports to	General Services Manager	Office / Unit name	MOJ

## ORGANISATION STRUCTURE

Organisation structure - insert as appropriate for Segment



## Job Purpose

- Deliver the agreed SLA - Manage the catering function and services to the agreed standards, ensuring that deadlines and targets are achieved
- Maximise the profitability of the catering service and meet targets as set by the GSM, whilst managing costs effectively
- Manage the Catering Team - Lead, develop, manage and motivate a high performing team to the agreed standards ensuring that the client receives services of the highest quality
- Ensure that statutory requirements and company policies and procedures are followed
- Maximize sales within Restaurant, vending and hospitality
- To take responsibility for ordering of all goods and stock control
- To keep ROL up to date
- To close books in a timely manner in accordance to company policy
- Ensure high levels of customer satisfaction are monitored, measured, and managed.

## **Accountabilities or “what you have to do”**

### **Growth, client and customer satisfaction**

- Have a strong understanding of the catering service offers contained within the client contract
- Understand Sodexo contract compliance policies and procedures
- Customer Satisfaction Surveys - Achieving the benchmark 75%
- Maintain food margin as set out in contract
- Acquire 5 star EHO and acquire green safeguard result
- Achievement of company and client budgets
- People management
- Company compliance

### **Rigorous management of results**

- Ensure that Sodexo accountancy, documentation and administration procedures are delivered to the required contractual specifications
- Ensure that stock is managed and controlled effectively
- Implement, maintain and communicate to employees the client, and Sodexo standards and statutory regulations relating to safe systems of work, health and safety, food hygiene and Company Quality Management system in order to ensure compliance
- Ensure maximum security of the site, e.g. kitchen, stores, office, safe and cash handling and adhere to all relevant Sodexo policies and procedures
- Ensure that health and safety is given the number one priority by delivering all Safeguard administration in advance of and during logistical operations. Lead where appropriate, and take part in management and employee briefings to deliver safety information to include; Food Safety, Health and Safety, Fire Safety, First Aid and any statutory, client or venue specific safety requirements

### **Leadership and People Management**

- Recruit, induct, motivate, manage, train and develop all employees following Sodexo HR policy and guidelines
- Manage employees using the Sodexo performance review processes, talent development and succession planning.
- Role model the focus on five behaviours to improve engagement, enhance performance and retain Investors in People accreditation
- Manage labour in line with productivity models, policies and procedures
- Build personal effectiveness in all situations
- Carry out operational shifts and support other areas of the business as required

### **Innovation and Change**

- Continuous professional development in industry/specialism
- Continuously seek ways to enhance quality through innovation and cost efficiency by monitoring performance against existing standards.

### **Brand Notoriety**

- Promote Sodexo as the preferred employer, internally and externally, adhering to the Sodexo recruitment policies and raise the profile of Sodexo in local communities, building relationships with key stakeholders
- Promote the health and well-being of employees
- Live the Sodexo values and promote brand standards as an ambassador.
- Drive all aspects of service excellence across the business area including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards.

## Planning and Organising

- Plan and prioritise workload and tasks effectively for self and others to minimise reactivity, maintain a work life balance and ensure the right number and calibre of personnel are allocated to logistics tasks
- Creation of internal networks and forums for sharing best practice at technical, business, sector and client levels
- High performing on-site team, demonstrated through the effective implementation of Focus on Five, Employee Performance Review (EPA) and talent processes and staff engagement surveys
- All operational audits are passed by the unit e.g. Safeguard and Unit business health checks
- Retention of Investors in People Accreditation and high employee engagement
- Maintain high standards of appearance and personal hygiene

## Dimensions

<i>Financial</i>	
<i>Health and Safety</i>	
<i>Customer Service</i>	

- Experienced in using Microsoft Office

## Competencies

■ Client Growth and Customer Satisfaction	■ Innovation and Change
■ Rigorous Management of Results	■ Brand Notoriety
■ Leadership and People Management	■ Planning and Organising
■ Analysis and Decision Making	■
■ Industry Acumen	■

## Skills, Knowledge and Experience

### Essential

- 706/2 or NVQ2 chef qualification, or equivalent
- Previous experience of catering management in a similar environment
- People management experience
- Ability to interpret and utilise financial and commercial information
- Must be able to demonstrate excellent communication skills, be persuasive and decisive
- Achieve set, standards and operate to performance criteria, for example health and safety, hygiene
- Manage multiple workloads and shifting priorities
- Positive approach to learning in role and identifying own training needs as appropriate
- Self motivated and able to work on own initiative within a team environment
- Experience of delivering training
- IOSH Managing safely qualification

### Desirable

- E-ProphIT, RoL Trained
- Experience of managing conflicting expectations of the client and consumer within one business area

## Contextual or other information

- Occasional travel and overnight stays will be required to undertake training and other business requirements
- To relieve and assist in other establishments in certain circumstances.
- To attend meetings and training courses as requested.
- This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

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Document owner			