

**DEFENCE & GOVERNMENT SERVICES**

Job Description:
Food Service Assistant

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| Function: | Defence & Government Services |
| Generic job:  | Retail / Catering Assistant |
| Position:  | Food Service Assistant  |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Shift Leaders |
| Additional reporting line to: | Deputy Centre Manager  |
| Position location: | Colchester PFI |
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| 1. Purpose of the job  |
| * To assist all services within the operational business area
* To support the manager 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
* Attend performance reviews and development plans
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| 2. Dimensions  |
| N/A |

Draft. Version: 27-03-2014

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| 3. Organisation chart  |
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| **4. Context and main issues**  |
| * Comply with all Sodexo company policies/procedures
* Comply with all legislative requirements
* Adhere to any local client site rules and regulations
* Role model safe behaviour
* Unsociable hours in line with business requirements maybe required
* Flexibility on work schedule and location maybe required
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| 5. Main assignments  |
| * To be responsible for the security of stock for use in the PAYD areas.
* To support the wider team by covering in all areas of the Centre.
* To be responsible for the handling and security of all cash in accordance with company policies.
* To open and close the PAYD with responsibility for key holding as and when required.
* To execute company policy and procedures designed to achieve high standards of service delivery within the Centre.
* To help ensure that the Centre achieves its GP and sales targets.
* To maintain the reputation of company brands and ensure they are applied appropriately for delivering the service offer.
* To comply with the Health and Safety at Work, Food Safety and COSHH regulations.
* To continue to develop one’s own skills and knowledge within the position, including any required training courses
* To ensure all customer facing areas are merchandised correctly and look presentable at all times.
* To maintain excellent customer relationships
* To attend team briefs, huddles and meetings as required
* To attend your performance development review to discuss job standards and agree development activities
* To maintain a clean and tidy work area at all times
* To maintain high levels of personal hygiene and wear the appropriate uniform and PPE as required
* 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.

 **Risk, governance and compliance*** The role holder will ensure that these processes are fully applied, complied with and adhered to within their assigned operational business area. Where applicable cash and stock company procedural compliance is a requirement.

 **Financial management*** The role holder is required to contribute to the financial performance of their business area. This is achieved through effective control of all equipment and supplies

 **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.

 **Continuous development*** The role holder should look for improvements and efficiencies at every opportunity to increase sales and/or reduce costs. These should be reviewed with their line manager to establish feasibility and create a plan of action.
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| 7. Person Specification  |
| Essential:* Must be able to demonstrate effective verbal and written communication
* Able to work on own initiative within a team environment
* Able to demonstrate attention to detail and adherence to standards

Desirable:* Previous experience of working in retail operational role
* Experience of working within military environment
* Knowledge/qualification in Health & Safety and Food Safety
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| 8. Competencies  |
| * Growth, Client & Customer Satisfaction, Quality of Services provided
* Focussing on the Client and Customer
* Delivering results
* Innovation and Change
* Personal drive and eagerness to learn
* Brand Notoriety
* Promoting the brand
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| 9. Management Approval – To be completed by document owner |
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| Version | 1 | Date | 01/10/18 |
| Document Owner | Michael Silk |

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| 10. Employee Confirmation |
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| Signed: |  | Date: |  |

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