

Job Description:

Head Chef



Function:	Defence & Government Services
Job:	Head Chef
Position:	Head Chef
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Centre Manager
Additional reporting line to:	Food Services Manager
Position location:	Browning

1. Purpose of the job

- To supervise all services within the catering operational business area
- 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 motivate and supervise chefs and kitchen porters and assist in training programmes
- To supervise all aspects of performance of an assigned group of direct reports
- Embrace the principles of Collaborative Business Relationships (BS11000), in line with Sodexo's Vision and values

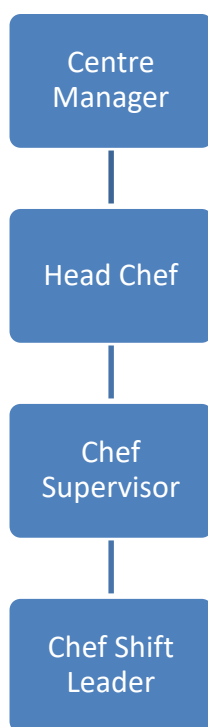
2. Dimensions

Revenue FY24:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

Characteristics

- Contribution to gross profits and improvements to budget performance as determined by segment business objective
- The improvement and monitoring in health and safety, environment, risk, client satisfaction and quality.
- Monitor and reduce waste to agreed targets
- Be a role model for chefs within your team
- Demonstrate and encourage good customer services skills
- Strong leadership qualities.
- Flexible and adaptable to change due to the work location.
- Passionate about good presentation.

3. Organisation chart



4. Context

- 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
- Travel and overnight stay may be required to undertake training and other business requirements

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 hold and attend preservice briefs, huddles, team huddles and meetings as required
- Deliver toolbox talks and training to the team to ensure competences and deliver the growth of knowledge and expertise.
- 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 care for all available resources including equipment, materials and supplies as directed
- To report any safety observations, near miss occurrences, accidents or faulty equipment to management
- To ensure effective communication with line manager, team, customer and client organisation
- To maintain all areas of responsibility to the set service standards and in line with applicable service offer
- To supervise the team fairly and drive engagement
- To be responsible for the handling and security of all stock, equipment within the department including ordering and stocktaking.
- To supervise the consumption of ingredients in line with recipe cards establishing targets, exercising economy of food, fuel and prevention of waste
- To have a good understanding of menu planning
- To accurately manage DRIVE system and ensure that menus and recipes are followed
- Ensure that the team adhere to the correct cooking, disposal and storage of all food items as directed by the centre manager.
- Ensure and monitor that the team are accurately taking and recording temperatures of fridges and freezers, hot cabinets, serveries in line with Sodexo's Safety Management System
- Ensure that all foods served under your control are served and held at the required temperatures (probed and recorded)
- Ensure that the handing over procedures and opening up and closing down procedures are compiled to, with emphasis on safety and security.
- To provide catering service across the site including food preparation, cooking and presentation, storage and disposal of food and monitoring practices to ensure that company and legislative requirements are met
- To carry out any other reasonable tasks and/or instructions as directed by management.

6. Accountabilities

- Pass all internal and external audits
- Control waste in line with targets
- Ensure kitchen is clean and report defects to the facilities helpdesk.
- Adhere to allergen laws.
- Completion of daily, weekly and monthly due diligence.
- Daily 10% checks of dates in all food storage areas.

Leadership and people

- The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will support their line manager to drive employee engagement and team performance. This will include effective communication and the application of Sodexo HR policies and procedures as directed by their line manager

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 as well as payroll.
- Complete contractual trackers for waste and consumption.
- Attend and engage in monthly finance meetings and understand and manage P & L for their area.

Relationship management client and team

- The role holder is responsible developing and maintaining good business relationships with clients and customers. The role holder must seek to resolve any concerns or complaints raised and escalate to their line manager as appropriate.

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 (DMS).
- Completing monthly rota's for chefs, military chefs and managing leave requests accordingly.
- Updating our electronic payroll system with rota's, leave requests and any changes required.

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.

7. Person specification

Essential:

- Previous experience leading a kitchen team
- 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
- Knowledge/qualification in Health & Safety and Food Safety
- Able to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
- Must have one of the following qualification's or equivalent; BSC (Catering), MHCIM, HND, City and Guild 706/1 and 2, NVQ level 2 and 3 and hold an intermediate level food safety

Desirable:

- Experience of working within military environment
- Previous experience of effectively supervising a team
- Leadership skills and knowledge
- CIEH level 3 qualification or equivalent
- Analyse problems analytically, develop opportunities and implement innovative solutions
- IOSH qualification or equivalent

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	■ Business Consulting
■ Commercial Awareness	
■ Employee Engagement	
■ Learning & Development	

9. Management Approval – To be completed by document owner

Version	1	Date	28/02/2024
Document Owner			