

Job Description:
Chef Manager

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| Function: | Corporate Services |
| Job:  | Chef Manager |
| Position:  | Chef Manager |
| Immediate manager (N+1 Job title and name): | Scott Brown, General Services Manager |
| Additional reporting line to: | Ann Rawlings, Deputy General Services Manager |
| Position location: | Catalent Pharma Solutions, Swindon, SN5 8RU |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * To manage the provision of the catering service in line with the contracted specification ensuring that all food safety and health and safety legislation is adhered to.
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| 2. 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. |
| Revenue FY13: | €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  | * Responsible for a team of 4 delivering catering, vending and hospitality services across the client site
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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. 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. |
| Scott BrownGeneral Services ManagerChef ManagerP/T Vending AssistantWeekend Chef de PartieChef de PartieFood Service AssistantWeekend Food Service AssistantP/T Food Service AssistantFood Service Assistant |

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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Comply with all Company & Client policies and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in the work place. Follow client/company guidelines with regards to the identification and reporting of health and safety hazards
* To establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organisation.
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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To organise and lead the preparation and presentation of all meal services at the required times and to the required high standard.
* To ensure that all food is prepared with due care and attention, particularly in regard to customers’ special dietary requirements: for example, nut, dairy or wheat allergies.
* To organise any special function as required, some of which may occur outside of normal working hours
* To ensure that the Company and Statutory Regulations pertaining to the safe and hygienic operation of the kitchen and ancillary areas are adhered to by all members of staff and visitors in the absence of management.
* To manage menu planning, rotas, orders, and receiving, checking and storing deliveries as requested. To complete the menu purchase planner and recipe cards for all main meals.
* Constant site monitoring, ensuring the service is running efficiently, on budget and as per contract
* To be responsible for all aspects of Health and Safety and the Environment on work activities to ensure actions comply in accordance with statutory and contractual requirements. Completion to the standards of; Risk Assessments, COSHH Assessments, Vehicle Audit/Inspection and other H&S compliance and safety expected activities.
* To comply at all times with the Company's Quality Assurance and Health and Safety Procedures and to ensure that all work is undertaken in accordance with the Industry's best practices.
* Ensure the fit-for-purpose, of issued clothing, uniform, tools, equipment and PPE and is to a safe and good working order of condition.
* Attend training sessions and meetings as required.
* To work as part of a team ensuring high standards of catering service, customer satisfaction and contract retention. To comply with Sodexo procedures, Health and safety and all legislative requirements.
* Maximise customer satisfaction and help maintain a good working relationship with the site client representatives and customers.
* To control and monitor the financial performance of the unit and to maintain costs within pre-budgeted targets. To be responsible for ordering stock and produce, managing invoices, effective stock control mechanisms and any collection of income in accordance with agreed policy
* To ensure all current legislative requirements are met and appropriate systems are in place.
* To ensure service standards and deliver as customer focussed service as per Catalent KPI. To also be responsible for determining and delivering remedial action where the satisfaction level has not achieved target.
* To recruit appropriate staff as required and ensure that contracts offered and deployment of staff meets operational needs. The post holder also ensures that all staff receives an appropriate induction and is responsible for all elements of their training including coaching.
* To ensure that catering and hygiene standards are, written understood by team members and implemented at all times.
* To ensure that proper care is exercised in handling, operating, safeguarding and maintaining equipment and appliances under the control of the catering services and maintain temperature and inventory records.
* To undertake other duties commensurate with the scope of this role, including cover for roles within catering and where appropriate this will be enhanced.
* To produce all food services to the agreed client standard by taking personal responsibility of the delivery with the assistance of a supporting team
* To manage the quality and hygiene of the food cycle from preparation through to delivery
* To motivate and lead catering employees to perform their roles to a high standard and in alignment to Sodexo policies and procedures
* To actively seek and identify opportunities for business growth within the contract and external market
* Uphold the correct procedures in menu planning, ordering and stock control
* Receive and check goods-in against invoice for quantity and quality
* Ensure that all goods are quickly and correctly stored away on rotation system following the rule 'first in, first out' and comply with health and safety regulations
* Prepare and implement varied costed menu's to meet the service offer specification using Recipe on Line and cater for special functions
* Comply with all Company & Client policies, site rules and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place and training of staff.
* Ensure that all equipment used, is in safe working order, checked regularly and serviced. Report any faults to management/client, ensure they are rectified and ensure equipment is not used until safe.
* Undertake any other duties that may be required for the effective operation of the catering services.
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| 6. 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. |
| * Responsible for all day to day aspects relating to the management and maintenance of the catering service within the contract specification to the agreed performance, qualitative and financial targets.
* To ensure that the Company's accountancy, documentation and administration procedures are carried out to the laid down standard and that the necessary weekly returns are completed accurately and sent to the appointed office on time. This may be electronically, paper-based, or both, as instructed.
* To control and monitor the financial performance of the operation and to maintain costs within pre-budgeted targets.
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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Previous experience of catering management
* Ability to develop increasing individual effectiveness through leadership, motivation, communication, coaching and training
* Experience of managing a team
* Financially astute and experienced in managing budgets
* Excellent interpersonal skills and ability to communicate effectively with customers, clients, and staff at all levels
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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| * Growth, Client and Customer Satisfaction/ Quality of Services Provided
* Rigorous management of results
* Leadership and People Management
* Employee Engagement
* Brand Notoriety
* Commercial Awareness
* Learning and Development
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| 9. Management Approval – To be completed by document owner |
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| Version |  | Date |  |
| Document Owner |  |

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