

Job Description:
Senior Lead and Support Head Chef

|  |  |
| --- | --- |
| Function: | Food Service  |
| Job:  | Senior Lead and Support Head Chef |
| Position:  | Senior Lead and Support Head Chef |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | GSM Chivas Brothers UK Ltd UK and Heineken UK Ltd |
| Additional reporting line to: | Account Manager |
| Position location: | Chivas Brothers UK Ltd and Heineken UK Ltd |
|  |
| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Deliver the food programmes appropriate for Chivas Brothers UK Ltd and Heineken UK Ltd in line with Sodexo brands
* Drive profitability for both Sodexo and client through excellence in execution
* Consult on designs and develop solutions for new kitchens, restaurant services
* Project manage key projects in Food Transformation
* Lead or consult the recruitment process on Key Food positions within our defined business portfolio
* Deliver on brand integrity with in all Sodexo run outlets
* Develop and implementation of site business and training plan
* Strength in being ambassador of customer service to the highest level; customer service excellence
* Maintain compliance with client and/or program contracts for all outlets
* Support holiday and sickness cover across Chivas Brothers UK Ltd and Heineken UK Ltd
 |
|  |
| 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 FY7: | € TBC | EBIT growth:  | TBC | Growth type: | NA | Outsourcing rate: | NA | Region Workforce | CS |
| EBIT margin: | TBC |
| Net income growth: | TBC | Outsourcing growth rate: | NA | HR in Region  | Central |
| Cash conversion: | TBC |
| Characteristics  | * All food service provisions at Chivas Brothers UK Ltd and Heineken UK Ltd
 |

Draft. Version: 27-03-2014

|  |
| --- |
| 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. |
| GSM Chivas Brothers UK Ltd and Heineken Uk LtdSenior Lead and Support Head ChefCatering TeamHead of Talent  |

|  |
| --- |
| **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. |
| * Leverage fully all existing Sodexo best practices and process
* Drive operational excellence and lean thinking in Food Operations ensuring best financial outcomes and great customer service
* P&L reports
* Compliance to SLA
* Client Satisfaction
* Unit audit scores
* Employee turnover
* Kitchen and Food Production employee appraisals completed within agreed timeframe
* 100%Company Purchasing and Trading compliance
* Achievement of Sales and GP
 |

|  |
| --- |
| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Deliver on a day to day basis, the services identified in the statement of works to the required standard, ensuring that monitoring and auditing standards are met.
* To ensure that the food and beverage offer is driven forward, improving consistency & standards within the business.
* Deliver the services in accordance with the agreed budget.
* To ensure the menus are updated, and implemented to Sodexo standards.
* Ensure that in-house training and staff development is effectively carried out in accordance with the Training and Development Plan.
* To monitor compliments and complaints on a monthly basis.
* Ensure that the Company's, the clients and statutory regulations regarding hygiene, food safety, health & safety and Equal Opportunities are complied with.
* Ensure that in-house training and staff development is effectively carried out in accordance with the Training and Development Plan.
* Supervise the recruitment process of Sodexo Food & beverage staff to ensure the optimum candidates are available and succession planning is considered.
* To ensure that Sodexo is compliant with all requirements in its capacity to support Chivas Brothers Ltd and Heineken Uk Ltd.
* P&L performance delivering on or above budget expectations
* Analyse & interpreting trends to facilitate planning
* Brand strategy, knowledge of the strategic alignment between products, local/regional/national.
* Ensure compliance with licensing, hygiene, health & safety legislation guidelines
* Promoting strategic & marketing thinking in to the business
* Handling customer enquiries & complaints
* Ensure the prompt provision and efficient service of all meals and catering requirements at the specified time to the standards laid down in the KPI's.
* Ensure that the Company’s accountancy documentation and administration procedures are carried out to the Sodexo Way Compliance Standards and that the necessary weekly & monthly returns are completed accurately and transmitted at the appointed time or despatched manually.
* Ensure that all costs and expenditure are within the budgeted levels agreed between the Client and Sodexo. Control all costs such as labour, expenses, cash purchases as agreed with your line manager.
* Ensure tariff prices are correct, that all catering services are costed and charged according to the terms of the contract.
* Comply with all relevant sections of the Quality Assurance Audit and to complete routine audits at a frequency as indicated in the “Unit Activity Calendar”.
* 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.
* Ensure that all equipment, monies and the overall establishment, is safe and secure at all times
* Ensure the standards across the site(s) are in accordance with the Service Level Agreements and Key Performance Indicators specified
 |

|  |
| --- |
| 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. |
| * Improved GP
* Costs within remit controlled
* Positive feedback from customers on food quality & presentation
* All relevant compliance measures achieved
 |

|  |
| --- |
| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * IT Skills
* Minimum 2yrs experience as chef or head chef
* P&L experience
* Strong financial awareness and understanding of budgets
* Good communication skills
* Able to manage teams of people
* Impeccable culinary skills
* Client customer communication skills, with the ability to develop long term relationships
* Passion for food and service delivery
* Ability to work well under pressure
* Good time management and organisational skills
* Ability to achieve and set standards and operate to performance criteria, with particular regards to hygiene
 |

|  |
| --- |
| 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
 | * HR Service Delivery
 |
| * Employee Engagement
 |  |
| * Learning & Development
 |  |

 |

|  |
| --- |
| 9. Management Approval – To be completed by document owner |
|

|  |  |  |  |
| --- | --- | --- | --- |
| Version | 1 | Date | 14/08/17 |
| Document Owner | Jennifer Robb |

 |