

Job Description: Head Chef

Function:	Healthcare
Job:	Head Chef
Position:	Head Chef
Job holder:	N/A
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	Retail Manager
Additional reporting line to:	TBC
Position location:	Hammersmith Hospital

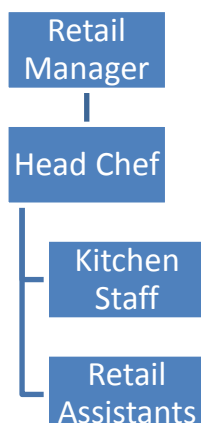
1. Purpose of the Job

- Responsible for the delivery of high quality customer focussed catering service across the site to meet the needs of the visitors and staff.
- Deliver the highest possible standard of Food service (as per the specification) for patients, visitors and staff.
- Manage and deliver effective and efficient services, that meet contractual obligations, KPIs and agreed company policies and procedures

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: €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					

3. Organisation chart



4. Context and main issues

- **Quality:** Sodexo is committed to providing patient customer care of the highest quality and promotes this through the customer care training of their staff.
- **Confidentiality:** During the course of his / her duties, the postholder may have access to confidential information which must not be divulged to any unauthorised person or any relative at any time.
- **Polices and Procedures:** The postholder is required to familiarise and comply with all relevant Sodexo and Trust policies and procedures.
- **Health and Safety:** Ensure that all procedures for security, safety, health and fire precautions are adhered to in accordance with the Health and Safety Policy. Staff must take care of their own safety and others who may be affected by their actions or omissions. Health and Safety in the workplace is a two way process. Managers must make sure their employees work in a safe environment and employees have an obligation to report any Health and Safety concerns to management. The workforce must ensure that all equipment or personal protective equipment provided is used in the appropriate manner. They must also report any accidents or near misses to the appropriate manager and must also complete the appropriate Incident / accident report forms.

5. Main assignments

- To manage the kitchen team to achieve the desired results driving forward service excellence and delivering quality.
- Order all provisions in line with Sodexo ordering policy, to the agreed stock holding level to meet the restaurant needs.
- Co-ordinate the production of all meals for the restaurant.
- Ensure that all areas of the kitchen and food service areas are kept clean and well maintained.
- Responsible for compliance on food and H&S legislation, ensuring effective communications with the local EHO and taking all necessary actions within area of responsibility.
- To establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organisation
- Responsible for visual audits and ensuring maintenance takes place of all equipment associated with all aspects of the Catering Services.
- To ensure that all mandatory training for staff in Catering areas is adhered to and training plan is followed.
- To manage staff fairly and consistently in compliance with Company and Trust policies and procedures. Involved with recruitment, training, disciplinary, performance monitoring, grievances and absence/sickness.
- Champion the CARES programme to ensure all staff are committed to delivering high levels of customer service at all times communicated
- To pro-actively look to recommend improvements to your work processes by providing suggestions and solutions
- This job description is not intended to be exhaustive and will be amended in light of the changing needs of the service.

6. Accountabilities

- **Leadership and people** - The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will provide leadership and clear direction on all aspects of the assigned operational business area, ensuring assigned employees deliver on business objectives. The role holder is responsible for supporting the delivery of the people plan and subsequently developing future capability of front line teams. The role holder will lead by example and champion effective communication. The role is responsible for the recruitment, induction, performance and development of assigned employees and will manage the performance of those employees and support other department managers to achieve this, in line with Sodexo HR policy and procedures.

- **Operational management** - The role holder will be responsible for overseeing their assigned operational business contract and managing compliance with legal, regulatory and company requirements. The role holder will effectively manage continuous improvements, taking corrective action where necessary and informing their line manager of performance issues. The role holder will ensure robust health and safety procedures are implemented, reviewed and reported on a regular basis. The role holder will resolve daily operational issues within their assigned area and, in rotation with other site department managers, deputise when the services manager is not available.
- **Service excellence** - The role holder will be responsible for driving all aspects of service excellence across their operational business contract including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards. The role holder will ensure that work is appropriately recognised and expected standards ensuring the offer is meeting the customer's needs through full and correct use of company tools. In partnership with subject matters experts you will champion and embed service excellence initiatives across your business area and ensure that all services are aligned to the defence client and customer needs and deliverable within budget.
- **Continuous development** - The role holder will be responsible for the continual development and improvement of all on-site services, resulting in improved services, increased sales and reduced costs. The role holder will also continually monitor financial performance (e.g. supply chains, sales, labour, expenses, internal issues) to ensure that the budget figures are maintained and improved. When variances occur, to provide written explanation of costs and implement action plans for correction.

7. Person Specification

- City & Guilds 706 Levels 1&2 or NVQ equivalent qualification
- Proven experience of leading a team within a comparable service environment
- Proven experience of managing to budget requirements within a catering service
- Ability to communicate effectively with patients, visitors, colleagues, clients
- Ability to work independently, flexibly and professionally – dealing with stressful and changeable situations
- Experience of delivering relevant training, using company guidelines
- Financial awareness
- Understanding of relevant Health and Safety, Employment and other legislative requirements
- Strong attention to detail and adherence to standards
- Proven IT skills, ability to demonstrate working knowledge of MS Office (Word, Excel and Outlook)
- Ability to deal with stressful situations with a flexible approach to the role
- IOSH qualification.

8. Competencies

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Commercial Awareness
▪ Employee Engagement	