

**DEFENCE & GOVERNMENT SERVICES**

**JOB DESCRIPTION
STEWARD**

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| Function: | Defence & Government Services |
| Generic job:  |  |
| Position:  | Steward  |
| Immediate manager (N+1 Job title and name): | Mess Manager |
| Additional reporting line to: | Services Manager/ Head Steward |
| Position location: | Chester |
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| 1. Purpose of the job  |
| * To provide effective delivery of catering services to the client organisation during the day and at evening functions
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| 2. Dimensions  |
| N/A |  |

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| 3. Organisation chart  |
| Service Manager**STEWARD**Head StewardMess Manager |

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| **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
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| 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 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 care for all available resources including equipment, materials and supplies as directed
* To report any 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
* Ensure that all products are replenished throughout the duration of service. Report any products that are running low to your supervisor/line manager.
* Assist with function preparation as directed by the supervisor/mess manager i.e. silver cleaning, dining room layout, napkins etc.
* You will role model the company values and ensure they are reinforced at every opportunity.
* Ensure a high standard of personal hygiene and appearance conducive with working in a front of house environment. Conduct must remain professional at all times.
* You must seek to understand the client’s business environment and drivers, developing and maintaining strong relationships and establishing a network of client contacts.
* Effectively manage continuous improvements, taking corrective action where necessary and informing line manager of performance issues
* Basic Catering to include cooking breakfasts, Brunch, sandwiches and salads etc.
* To carry out any other reasonable tasks and/or instructions as directed by management
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| 6. Accountabilities  |
| * Appropriate Health and Safety/ Food Safety/ Cash Handling Procedures/ Stock Takes/ Stock Controlling
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| 7. Person specification  |
| Essential:* Excellent numerical, verbal and written communication skills

Desirable:* Experience of working within military environment
* Experience of working in a similar role within the service industry at a comparable level in a company
* Knowledge of Health and Safety and food safety
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| 8. Competencies  |
| N/A – this section is for management job descriptions only |

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| 9. Management approval |
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| Document owner | VM |

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