

**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 Steward  Mess 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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