

Job Description:
Chef

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| Function: | Independent & Private Schools |
| Position:  |  Chef |
| Job holder: |  |
| Date (in job since): | 20 June 2017 |
| Immediate manager (N+1 Job title and name): | Sonia Humphries, Business Manager. |
| Additional reporting line to: | Diane Leath |
| Position location: | Tettenhall College, Tettenhall Wolverhampton |
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| 1. Purpose of the Job  |
| * Chef in a 7 day per week day school catering contract with 450 pupils
* Responsible for planning, organising, production & service of all catering & hospitality services in the school, whilst maintaining the correct levels of health and safety.
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Draft. Version: 27-03-2014

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| 2. Organisation chart  |
| Jeremy Alderton (MD) – Rachel Carter (CRD) – Michelle Houghton – (AM) – Business Manager Tettenhall College – Head Chef - Tettenhall College. |

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| **3. Context and main issues**  |
| * Hours of work as per contract of employment
* Responsible to the Head Chef and Business Manager
* Liaise with all catering staff, customers and Sodexo personnel

 **Duties*** To ensure that the preparation, presentation and services are carried out promptly and to the agreed company standards and to promote a friendly and helpful atmosphere
* To ensure that all food is prepared with due care and attention particularly in regard to customers special dietary requirements e.g. allergens.
* To maintain a high standard of food hygiene, safety and cleanliness in accordance with the company and client policies and statutory requirements
* To present food in line with company policy ensuring its customer appeal at all times.
* To adhere to all aspects of health and safety legislation and company policy ensuring your own safety and the safety of colleagues and customers
* To ensure security of all food/beverage stocks within the catering department
* To keep abreast of all modern techniques and advancement to improve services for the advancement of the client and customer
* To maintain effective communication between yourself and your customer, serving on the counter as required
* To present a strong Sodexo image at all times ensuring full uniform is worn, clean and pressed
* To carry out any reasonable request by the head chef, unit manager, client account manager, district supervisor or client.
* To prepare and assist in any special functions, which may sometimes be outside normal working hours
* To report and take action on customer and client complaints or compliments and any incidents of accident, fire, theft, loss, damage and unfit food or other irregularities
* To attend meetings and training courses as may be necessary from time to time. Some of which may occur outside normal working hours
* To carry out reasonable periods of overtime as may be required from time to time.
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| 4. Main Expectations  |
| * To ensure financial aspects of catering/facilities operations are managed professionally and within the financial guideline agreed with the client
* To ensure the premises are kept to agreed level of cleanliness, and maintain safe working practices at all times
* To attend appropriate training courses, conferences and meetings as directed by the company or client
* To ensure the standards across the site is in accordance with the service level agreements and key performance indicators as specified in the service contract
* Manage, induct, train, motivate and appraise staff to promote good employee relations and operate within Company procedures, legislation and the Investors in people standards. (Staff appraisals to be conducted at least annually). Maintain training records for all staff, ensuring that individual needs are recognised and met either through on or off job training
* Motivating and managing others
* Developing others
* Team Player
* Commercial acumen and business sense
* Building Client Relationships
* Impact and Influence
* Creative problem Solving
* Quality Focus
* Organisation and Planning
* This job description may be subject to change into the future as a result of changes in client specification
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| 5. Accountabilities  |
| * Safety in the workplace
* Excellent customer client service and relations
* Engaging Sodexo’s core values of team spirit, service spirit & the spirit of progress
* Efficient financial management of client business within agreed budgets
* Ensure compliance with company purchasing policy
* Ensure high levels of customer satisfaction are monitored, measured and managed.
* Manage clients proactively, ensuring their expectations are exceeded, and ensure the prompt and efficient delivery of all services to the agreed standards.
* Responsible for management of unit personnel, including personal development, reward and recognition, appraisals, health & safety, and communication of shared goals.
* Ensure the Sodexo Health & Safety policy is adhered to and that all unit personnel are aware of the policy and their responsibility for it's implementation
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**EXAMPLE**

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| 6. Competencies  |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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|  | * Innovation and Change
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| * Brand Notoriety
 | * 5706/2, chef qualification or equivalent
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| * Commercial Awareness
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| * Employee Engagement
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| * Learning & Development
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| 7. Management Approval –  |
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| Version | 1 | Date | 20th June 2017 |
| Document Owner | Sonia Humphries |

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| 8. Employee Approval  |
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| Employee Name |  | Date |  |

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