

Job Description:

Steward

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Function: | | | | Defence catering | | | | | | | | |
| Position: | | | | Steward | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Site Manager | | | | | | | | |
| Additional reporting line to: | | | | Mess Manager | | | | | | | | |
| Position location: | | | | Combined Mess MCTC Colchester | | | | | | | | |
|  | | | | | | | | | | | |
| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * To maintain an effective and efficient dining room and associated service in accordance with service standards as directed and to satisfaction of the Supervisor/Manager | | | | | | | | | | | | |
|  | | | | | | | | | | | |
| 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 FY13: | €tbc | | EBIT growth: | | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | tbc |
| Characteristics | | * Add point | | | | | | | | | | |

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. |
| Catering Manager  Catering Manager  Catering Manager  Catering Manager  Catering Manager  Catering Manager  Catering Manager  Catering Manager  Catering Manager  Catering Manager  **Site Manager**  **Steward**  **Supervisor**  **Mess Manager** |

Catering Manager

Catering Manager

|  |
| --- |
| **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. |
| * Adherence to company DQMS in SharePoint * Adhere to all legal and company procedures and policies with an emphasis on food safety, health and safety as well as the companies own service of excellence * Adhere to all Cash Handling procedures and security of Stock, keys, and cash |

|  |
| --- |
| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To ensure that all mess food service |

|  |
| --- |
| 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. |
| * Service of food and beverages and minor food preparation tasks. * Cash handling and till operation * Maintaining a high standard of cleanliness and hygiene in your area of concern. * Washing/storage of crockery, cutlery and glassware * Reporting of defects/deficiencies to the Supervisor/Manager as they occur. * Cleaning/polishing of dining room; silver, furniture, glassware * Movement/resetting of dining room and associated areas before/after functions. * Ensure correct food service standards in accordance with Sodexo Food Safety policy are * Adhere to all legal and company procedures and policies with an emphasis on food safety, health and safety as well as the companies own service of excellence * Completion of any reasonable task as detailed by the Supervisor/Manager * To attend training sessions that are organised by the Supervisor/ Manager. * To assist in the preparation, lay-up and service of functions as directed by the Supervisor/Manager      * Hours worked/early shift, late shift, and weekends * Work bank holidays including Christmas and New Year * Presenting menus to customers and answer questions about menu items, making recommendations upon request. * Other adhoc tasks as directed by the Mess manager or Supervisor |

|  |
| --- |
| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Possess good customer service skills * Good communication skills – written and verbal * Ability to work as part of a team * Good understanding of cash handling and till operation * Smart and well-presented appearance |

|  |
| --- |
| 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 |  | | * Commercial Awareness |  | | * Employee Engagement |  | | * Learning & Development |  | |