

Function:	Sodexo Live & 1711 by Ascot
Position:	<b>HEAD CHEF – MAJOR EVENTS</b>
Job holder:	To become vacant Jan 2022
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Events – Julie Bromage
Additional reporting line to:	Ascot Racecourse Executive Chef – Gemma Amor
Position location:	Ascot Racecourse

## 1. Purpose of the Job

- To deliver the culinary and food safety elements for major events across the Sodexo Live business including client tastings, chef management, food safety compliance and operational standards
- To ensure the timely and efficient preparation and service of all food offers to Sodexo's, Ascot by 1711 and the clients' satisfaction
- To demonstrate a knowledge of current food trends and have the ability to bring innovation into the food offers in the events business
- To plan, execute and monitor exceptional Food Safety and Health and Safety standards at all operated major events
- To demonstrate innovation in our food service offers

## 2. Dimensions

**Financial:** Major Events with Sodexo Live and 1711 by Ascot is a £10million turnover business

- Purchasing spend is controlled by the Head Chef alongside the relevant Events Manager and Commercial Manager and reported into Executive Chef and Head of Events

**Staff:** *Offer delivery is primarily supported by casual workers. Casual workforce management of up to 150 chefs, with a labour spend of £300,000*

**Other:**

- *Some events clients are heavily involved in food offer development and this role has regular contact with our key clients and we regularly present and discusses menu innovations with them.*
- *Purchasing of products only from Sodexo nominated suppliers*
- *The events business is a 12-month business however the main peak of business is delivered in the months of May, June and July each year which will mean a heavy workload and fewer days off during time. Days off in lieu need to be carefully managed by the individual in the quieter periods or rostered alongside support at Ascot Racecourse*

The major events consist of:

May 2022

RHS Chelsea Flower Show

June 2022

Royal Ascot

July 2022

Henley Royal Regatta

The Open Championship

King George Ascot Racecourse

September 2022

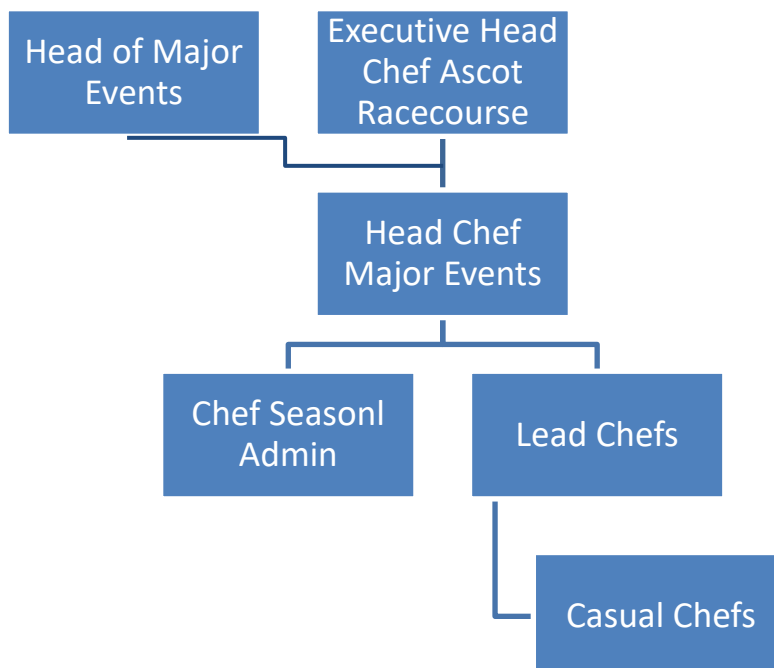
Burghley Horse Trials

October 2022

Champions Day Ascot Racecourse

- Additional one-off events are staged throughout the year, as and when business opportunities present themselves
- The Chef's office is based in the main grandstand within the Central Production Kitchen at Ascot Racecourse, High Street, Ascot, Berkshire SL5 7JX
- The post holder will be expected to lead all Major Events and support all key dates at the racecourse, including our Christmas Events

### 3. Organisation chart



#### 4. Context and Challenges

- Management of casual workforce
- Build relationships with diverse client base
- Deliver multiple Retail and Fine dining offers, running simultaneously
- Time management during peak season, with event overlap
- Coordinate all onsite and offsite logistics
- Show innovation through concept and offer delivery,
- Exceed client expectations regarding what can be achieved in a high volume, green field site
- Remain on budget

#### 5. Accountabilities

- To understand and demonstrate the vision of Sodexo Live & 1711 by Ascot
- To develop and deliver projects set by clients in the agreed timescale in conjunction with the Executive Chef and Head of Events
- To ensure all menus are photographed and specified to deliver consistency in delivery on the event site
- To create the menu design process and provide innovation that drives positive PR, positive client feedback, increased revenues or wins new business
- To fulfil an active role within the wider events team – contribute to team activities, discussions and decisions to grow and improve the events business
- To articulate the service offers for each event, the food element, the equipment, the flow and the customer experience
- To cost each menu and clearly state the margins delivered. To respond to price fluctuation and adapt menu to protect margin
- To operationally deliver client tastings and be able to speak passionately and knowledgeably about each dish
- To be highly organised, both in office work and kitchen management. The role is very much split between kitchen (creation) and office (planning) 50/50
- To manage all aspects of the kitchen on a day-to-day basis
- To plan and manage all casual labour requirements for the kitchen operation
- To control staff rota and division of staff based on the days menu to ensure efficient utilisation of staff and control labour costs
- To lead a culinary team to ensure the prompt and efficient preparation and service of all meals and breaks at the required time, being provided to the standard of the food service offer as laid down in the Service Level Agreement and to the client's, customer's, Sodexo's and 1711 by Ascots' satisfaction.
- To ensure that all food is prepared with due care and attention, particularly regarding customers' special dietary requirements and in line with allergen legislation
- To support and lead culinary teams, as required, for key Ascot dates
- To monitor and reduce waste, ensuring that it is kept to a minimum and action plans are put in place as necessary
- To adhere to any client's waste streaming and recycling policy and proactively drive sustainability across the events, whilst ensuring Sodexo ethos and policies are maintained
- To diligently manage the ordering process to ensure product availability against the agreed service offer, however balance this with budget achievement and minimal waste at the end of an event therefore controlling costs
- To support the event managers and sales teams, as necessary with tender responses and presentations for new business
- To ensure that the Company's accountancy, documentation, and administration procedures are

- carried out to the laid down standard and that the necessary weekly returns are completed accurately and sent to the appointed office on time. This may be electronically, paper-based, or both, as instructed
- To ensure that all costs and expenditure are within the budgeted levels. Control all costs such as labour, expenses, cash purchases as agreed with the Executive Chef, Event Manager or Senior management team.
- To comply with all company and client policies, procedures and statutory regulations including
  - Human Resources, site rules, Food Safety, Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your workplace
- To Participate in any necessary training and team meetings as required to complete job responsibilities
- To liaise with and work in partnership with Safeguard to always achieve the highest levels of compliance. Such compliance is not only safe; this is a key unique selling point for our clients and a reason for them to choose Sodexo
- To work as part of an efficient team promoting harmonious working relationships within the Sodexo Live and 1711 by Ascot teams
- Report immediately any incidents or accidents, fire, theft, loss, damage, unfit food, or other
  - irregularities and take such action as may be appropriate
- To carry out any other reasonable tasks as directed by senior member of Sodexo Live and 1711 by Ascot

## 6. Main Assignments

- Ensure client and customer feedback consistently scores the food as excellent
- Menu specifications are detailed and trained ensuring delivery of a consistent level of service, within the Company's standards, to the contract specification, service offer and agreed performance, qualitative and financial targets
- Compliance to company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH
- Apply effective coaching, training and development of the team, to drive performance, engagement and retention
- Green Safeguard audit scores are achieved across all sites
- Labour costs and food cost of sale are within agreed parameters

## 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

### Essential

- Demonstrable experience in a high-volume environment – major events or banqueting operation
- Fine Dining background gained in hotels, restaurants, or contract catering
- A passionate interest in the catering industry – knowledge of current trends, well read, eats out in interesting restaurants on a regular basis, talks about and gets excited about food
- A competent communicator and ability to present to colleagues, peers and clients
- Financial awareness and understanding of a food profit and loss account and articulate how to control food cost and generate a positive food margin
- Evidence of being organised and possess excellent planning skills
- A Basic Food Hygiene qualification
- A thorough understanding of Food Hygiene and Food Safety legislation
- Ability to competently use Microsoft Word, Excel, PowerPoint, and Email
- Proven ability to manage and lead a team of chefs
- Knowledge of Allergens

### Desirable

- Supervising Food Safety Level 3 qualification
- IOSH Managing Safely or similar qualification
- Previous Head Chef role or Lead Chef in a smaller operation
- Experience in the delivery of retail food operations
- Production kitchen knowledge and/or experience
- Experience of working with clients in a contract catering environment
- Staff training experience or qualification
- Understanding of the PPDS legislation

**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	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	

**9. Management Approval** – To be completed by document owner

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Document Owner	Julie Bromage		