CIVILIAN JOB DESCRIPTION
HQ EUFOR
SARAJEVO, BOSNIA AND HERZEGOVINA
HUMAN RESOURCES MANAGEMENT OFFICE

PART I – JOB IDENTIFICATION

Post no.:	CI DFC 100		
Headquarters:	DCOS SUPPORT		
Branch:	HEADQUARTERS CAMP COMMANDANT		
Section:	FOOD SERVICES		
Job title:	DINING FACILITY (DFAC) MANAGER		
Nationality:	EU Nation		
Date of validation:	21-Nov-20	**Service:**	Civilian
Duty location:	Sarajevo	**Grade:**	MCIV/ICC-4

PART II – DUTIES

A. POST CONTEXT:

HQ Camp CMDT is responsible for all service, support and Morale and Welfare functions for all personnel stationed at Camp Butmir. Responsible for all Real Life Support operations within Camp Butmir.

The DFAC Manager is responsible for the overall operation of EUFOR HQ Dining Facilities within Butmir Camp allocated under his/her control and includes leading, managing and deploying the catering team to ensure the delivery of high quality and efficient catering service.

B. REPORTS TO:

HQ CAMP CMDT

C. PRINCIPAL DUTIES:

1 Responsible for overall catering staff management, administration, rostering, time sheets and implementation of routine policies.

2 Responsible for food handling, staff hygiene standards and procedures as per CJ MED SOP Food Service Sanitation.

3 Responsible for the continued and ongoing training of all staff in food handling skills, kitchen safety and personal hygiene requirements and the maintaining of appropriate records.

4 Responsible for the control of all equipment, repair requests and equipment ordering within Food Service Office guidelines.

5 Responsible for order and receipt of rations, disposable products and cleaning chemicals/equipment.

6 Responsible for the control and monitoring of the BOA food and consumable contracts.

7 Responsible for the control and monitoring of all local bakery/confectionery contracts.

8 Responsible for storage and stock take accounting of all rations.

9 Responsible for the production of menus and their rotation.

10 Responsible for the standard of meal production and service.

11 Responsible for the correct accounting of all ration expenditure as required by HQ Camp Butmir CMDT SOP's.

D. ADDITIONAL DUTIES:

• May be required to travel for official duty within and outside EUFOR Theatre of Operations.
• Performs other duties as directed.

PART III – QUALIFICATION

A. ESSENTIAL QUALIFICATIONS:

1. Professional Experience:

• Management experience in a dining facility catering for at least 1000 persons.
• Managing and controlling a large team of civilian staff.
• Experienced in the production of formal function requirements to include meal/buffet production and service.
• Experienced in large scale ration purchase and accounting.
• Strict food hygiene procedures with current legislation.

2.Education / Training:

• City & Guilds 706 Pt 1 & 2. Diploma in Advanced Hotel & Catering Management.
• Advanced Food Hygiene.
• Catering Accounting.

3. Security Clearance:

EU SECRET

4. Language:

English: Good

Bosnian / Croatian / Serbian: Fair

5. Standard Automated Data Processing (ADP) Knowledge:

Word processing: Basic knowledge

Spreadsheets: Basic knowledge

Presentation: Basic knowledge

Database: Basic knowledge

B. DESIRABLE QUALIFICATIONS:

1. Professional Experience:

• Experience of leadership and staff supervision.
• Wide and varied culinary knowledge and production.
• Knowledge of legislative requirements relating to the catering industry.

• Strong customer focus.
• Flexible approach to work.

2.Education / Training:

• CGLI 706/1 & 2 or NVQ2 Professional Cookery.
• Level 2 accredited Food Safety certificate.
• Level 3 accredited hygiene certificate.

3. Language:

English: Very Good

Bosnian / Croatian / Serbian: Good

4. Standard Automated Data Processing (ADP) Knowledge:

Word processing: N/A

Spreadsheets: N/A

Presentation: N/A

Database: N/A

C. CIVILIAN POSTS:

Personal Attributes:

Adherence to company procedures. Seeks approval from correct authority for changes. Ability to maintain social, organisational, and ethical norms in job-related activities. Ability to evaluate data and courses of action and to research logical decisions. Unbiased, rational approach. Willingness to participate as a full member of team of which the jobholder is not necessarily leader; effective contributor even when team is working on something of no direct personal interest.

Problem Solving:

The work covers many similar or dissimilar tasks which normally require personal, intellectual and technical skills. The work may have many aspects, but is closely linked within the same subject area.

Problems broadly similar in nature with differing situations often raising new issues require solutions involving interpretative thinking, analysis and choice of a decision among several possible courses of action.

Managerial Responsibilities:

Controls and influences daily work priorities of an element in accordance with rules and regulations. May be involved in the direction, planning, coordination and review of the work of others. Some degree of external coordination is required.

Professional Contacts:

Regular professional contacts inside and/or outside immediate activity on functional matters. Solicits and gives information and provides advise/guidance. May negotiate at own level and should use initiative. These contacts, within designated levels of authority, could commit the

organizational element to a course of action. Requires normal courtesy, understanding and tact in dealing with others.

Contribution to the Objectives:

The work covers many similar and/or dissimilar tasks which require analysis and research skills within the same subject area. Although clear guidance and standard rules/regulations are available, ability to analyze and solve problems is needed to deal with specific issues. Performance of duties directly impacts the objectives, efficiency, image and the financial resources of the HQ.

Impact of Work Environment:

The work environment has slightly undesirable effects on the work performed. Occasional exposure to noise, dust, extremes of temperature, oil, fumes with some risk of personal discomfort or injury.

D. REMARKS:

The post is funded via the Nation Born Cost Formula (NBC)

EMPLOYMENT CONDITIONS

Once the position is formally approved, the successful candidate will be offered a 12 month initial contract which may be followed by an extension contract, subject to satisfactory performance, and the continued operational need/funding for the position.
The starting salary for an MCIV/ICC-4 position is EURO 5,283.00 per month (exempt from local taxation).
Other employment benefits include:

- Affiliation to a Group Medical Insurance Scheme (premiums shared);
- 24 annual leave days per calendar year;
- 4 fixed and 6 floating official holidays;
- Installation allowance equal to one month's salary if applicable;
- Removal allowance equal to one month's salary if applicable;
- Travel expenses to and from HQ upon taking duty and end of tour

WHO CAN APPLY?

Internal and external candidates who are nationals of a EU member country or Troop Contribution Nations are invited to apply for this vacancy notice.
In order to apply, all candidates (internal and external) must fill in and submit the EUFOR application form available on our website http://www.euforbih.org/eufor/index.php/vacancies-a

Documents should be submitted by email to: vacancies@eufor.europa.eu

Applications which do not meet the above-mentioned prerequisites will be automatically rejected.

Due to the broad interest in HQ EUFOR and the large number of potential candidates, telephone or email enquiries cannot be dealt with. Only successful candidates selected for the interviews will be further contacted by the HQ EUFOR recruitment board.