

## Europe Indirect Vacancy List

For any vacancies outside of your own country please contact Karen Price, HR Manager Europe & Africa, on [kprice@gategourmet.com](mailto:kprice@gategourmet.com) or +41 79 753 2086 for further information about any of the vacancies.

If you wish to apply then please ensure you provide your CV.

Job Title	Brand / Location	Key Responsibilities / skills required
HR Director, Compensation & Benefits	Gate Gourmet E&A Team Zurich	<p>The role is responsible for executing group Compensation &amp; Benefits strategy within the region. In addition to develop, align, implement and benchmark a clear and defined compensation and benefits structure for the region. Key Responsibilities include:</p> <ul style="list-style-type: none"> <li>• Responsibility for all remuneration proposals, offers and contract completion for all senior managers in the region (ELT -1).</li> <li>• Establish, implement and drive a clear governance structure in respect of appropriate senior management recruitment offers and remuneration packages within the region.</li> <li>• Lead the annual compensation review processes including providing support and coaching to local teams where possible.</li> <li>• Support the group Compensation and Benefits team on projects providing clear support for all local HR leads on implementation into the business.</li> <li>• Work with group Compensation and Benefits on defining a compensation structure linked with job grading / families across the region.</li> </ul> <p><b>Skills / Experience required:</b></p> <ul style="list-style-type: none"> <li>• Educated to bachelor degree level or equivalent</li> <li>• Professional qualification in HR (i.e. CIPD qualified)</li> <li>• 10+ years' experience in HR, 5+ years' operating at a senior level in the business preferably in a similar environment, ability to act at a strategic level</li> <li>• Experience of compensation and benefits preferably within Europe</li> </ul>
HR Director, Industrial Relations & Social Partnership	Gate Gourmet E&A Team Zurich	<p>The role is responsible for driving a high level professional approach to Industrial Relations within the region including responsibility for coordinating proposals for labour negotiations, Forum Europe and keeping updated with EU directives. Key Responsibilities include:</p> <ul style="list-style-type: none"> <li>• Establishing and building key relationships with union representatives and works councils across the region.</li> <li>• Point of contact for group HR on all IR related issues within the region.</li> <li>• Rigorously provide structure and support around Social Partnership specifically in line with group policy, the role is the gateway for all local teams to propose labour negotiations tactics to the regional management team.</li> <li>• Track and review union pension trust funds where appropriate specifically undertake active involvement in local projects.</li> <li>• Contribute to the strategic development of the Human Resource team by developing a business focused employee / industrial relations strategy that meets the current and future needs of the organisation.</li> </ul> <p><b>Skills / Experience required:</b></p> <ul style="list-style-type: none"> <li>• Educated to bachelor degree level or equivalent</li> <li>• Ideally a legal background or professional qualification in HR (i.e. CIPD qualified)</li> <li>• 10+ years' experience in an IR field with 5+ years at a senior level with experience of advising senior managers, ability to act at a strategic level</li> <li>• Experience of European industrial relations ideal and evidence of having worked in a similar role required.</li> </ul>

Job Title	Brand / Location	Key Responsibilities / skills required
HR Generalist	Gate Gourmet E&A Team Zurich	<p><b>Key responsibilities include:</b></p> <ul style="list-style-type: none"> <li>• Support the regional HR team in all meetings / flights / calendar coordination.</li> <li>• Manage the continuous improvement of HR and Training admin processes to ensure consistency of approach in administration, compliance to legal requirements and to remove non value-added activities.</li> <li>• Support the region in adhering to PA&amp;P timescales for self-assessment, management assessment, calibration and objective setting</li> <li>• Manage the data management / collection process to keep Taleo and any future HRIS systems up to date for the region.</li> <li>• Responsibility for Project Management of HR Workstreams; working closely with each Project Team Leader ensuring timescales and objectives are met</li> </ul> <p><b>Skills / Experience required;</b></p> <ul style="list-style-type: none"> <li>• Educated to bachelor degree level or equivalent</li> <li>• Excellent communication and influencing skills, with ability to forge strong relationships across different levels of the organisation</li> <li>• High energy and perseverance level</li> <li>• Strong organisational skills</li> <li>• Highly structured</li> </ul>
CI Manager	Gate Gourmet E&A team & UK & I (various positions)	<p><b>Key responsibilities include:</b></p> <ul style="list-style-type: none"> <li>• The Continuous Improvement Manager (CIM) will be responsible for driving operational excellence through business improvement projects, kaizen activities using tools that may include, but are not limited to Lean, Six Sigma, Project Management in order to deliver value across the Gate Gourmet European business units.</li> <li>• Deliver significant operational improvements by leading process improvement projects / activities as determined by the business.</li> <li>• Support the EU regional improvement programs by either leading projects and kaizen activities or supporting the assigned project leader.</li> <li>• Support the development and deployment of gateOPEX (gategroup's operational excellence program).</li> </ul> <p><b>Skills / Experience required:</b></p> <ul style="list-style-type: none"> <li>• Proven experience in a manufacturing / food environment</li> <li>• Change Agent and proven team leadership skills (direct or dotted line), preferably in an industrial environment. Should be able to move into a managerial role after 2-3 years</li> <li>• Desired expertise in process improvement and/or operational management including cross European experience</li> <li>• Minimum of Bachelor's degree in engineering or related field &amp; advanced degree in related field is desirable</li> <li>• Fluent in English (preferably mother tongue) – other EU languages beneficial</li> </ul>

## Europe Indirect Vacancy List

Job Title	Brand / Location	Key Responsibilities / skills required
Account Manager	Gate Gourmet Germany Frankfurt	<p><b>Key responsibilities include:</b></p> <ul style="list-style-type: none"> <li>• Customer care for our existing accounts &amp; managing of customer visits as well as customer requirements in the operating unit</li> <li>• Coordination of menu presentations &amp; data collection during menu presentations</li> <li>• Complaint management</li> </ul> <p><b>Skills / Experience required:</b></p> <ul style="list-style-type: none"> <li>• Demonstrable customer services experience, ideally aviation related, experience in hotel sector also welcome</li> <li>• Ability to communicate clearly and effectively</li> <li>• German and English language skills</li> <li>• Proficient IT skills, including MC Office, SAP welcome</li> </ul>
Regional Environmental Officer	Gate Gourmet UK & Ireland	<p><b>Key responsibilities include:</b></p> <ul style="list-style-type: none"> <li>• Development of policies and procedures to set operating standards within the business and ensure minimum of legal compliance and compliance with our business standards, aims and objectives.</li> <li>• Ensuring a consistency of approach and performance.</li> <li>• Communicating, supporting and advising all levels of the business. Ensuring that the dissemination of information is appropriate, factual based and timely to support a positive and active decision making process.</li> <li>• Liaison with Legal departments, 3<sup>rd</sup> parties and customers.</li> <li>• Reports to Corporate, UK &amp; Ireland and Unit Management</li> </ul> <p><b>Skills / Experience required:</b></p> <ul style="list-style-type: none"> <li>• An Understanding of environmental issues and legislation</li> <li>• An understanding of environmental science or related subject</li> <li>• Educated to degree or equivalent level in environmental science</li> <li>• To have a high degree of flexibility</li> <li>• Be able to travel and stay away from home (70% within the UK &amp; Ireland).</li> </ul>
Safety Compliance Officer	Gate Gourmet UK & Ireland Heathrow	<p><b>Key Responsibilities include:</b></p> <ul style="list-style-type: none"> <li>• Implementation of safety compliance standards and procedures.</li> <li>• Auditing of safety compliance internal procedures and external suppliers.</li> <li>• Carrying out training of employees and managers in safety compliance and associated topics.</li> <li>• Liaison with internal and external customers (GG, Airline Customers, Legislative authorities, etc).</li> <li>• Day to day interface between contracted services and the unit including the laboratory, cleaning services, pest control, waste services</li> </ul> <p><b>Skills / Experience required:</b></p> <ul style="list-style-type: none"> <li>• Proven experience of at least 2 years working in a food hygiene and/or Health &amp; Safety environment implementing food safety and health and safety policies.</li> </ul>

## Europe Indirect Vacancy List

Job Title	Brand / Location	Key Responsibilities / skills required
		<ul style="list-style-type: none"> <li>• Educated to a minimum of degree level or equivalent.</li> <li>• Recognized formal training/qualification in Food Hygiene and/or Management of Health &amp; Safety, or working towards. (NEBOSH Diploma in Health &amp; Safety Management or similar related discipline/CEHO Advance Food Safety/Hygiene or similar related discipline/HACCP.</li> <li>• An experienced auditor within this remit, ideally with related qualification (ISO/BSC)</li> </ul>
Interim HR Advisor	Gate Gourmet UK& Ireland Heathrow	<p><b>Key Responsibilities include:</b></p> <ul style="list-style-type: none"> <li>• Provide advice and support to unit management on all HR issues (for example, disciplinary, grievance, capability &amp; conduct)</li> <li>• Ensure HR support is aligned to business objectives</li> <li>• Ensure consistent implementation of advice is in line with Gate Gourmet policies and procedures, current employment law legislation and/or common law principles</li> <li>• Input into mechanisms for the delivery of initiatives in change management and continuous improvement</li> <li>• Assist managers to embed a performance culture with employees</li> <li>• Coach and guide managers in HR procedures, policies, strategies and employee relations</li> </ul> <p><b>Skills / Experience include:</b></p> <ul style="list-style-type: none"> <li>• CIPD qualified (or working towards)</li> <li>• Experience of working in a Unionised environment.</li> <li>• Ability to work in a fast paced environment</li> <li>• Coaching experience</li> <li>• High attention to detail</li> </ul>

Job Title	Brand / Location	Key Responsibilities / skills required
Regional Safety Compliance Officer	Gate Gourmet UK & Ireland	<p><b>Key Responsibilities Include:</b></p> <ul style="list-style-type: none"> <li>Responsibility for Health, Safety &amp; Security, especially within the airport environments, with the scope to widen to food safety &amp; environmental issues within Heathrow and the Regional business.</li> <li>This includes the management of the safety compliance systems for health, safety &amp; security in line with legislation, customer requirements and business objectives.</li> <li>Setting of policies and procedures to set operating standards within the business and ensure minimum of legal compliance and compliance with corporate standards, aims and objectives.</li> <li>Ensuring a consistency of approach and performance.</li> <li>Supporting unit activities and facilitating a best practice approach to problem solving and improvement initiatives.</li> </ul> <p><b>Skills / Experience required:</b></p> <ul style="list-style-type: none"> <li>A proven background in the implementation of safety and or security management systems preferably within an airport environment.</li> <li>A minimum of three years management experience in safety or security function and preferably within the civil aviation industry. Although consideration would be given to the right candidate without the aviation experience.</li> <li>Educated to degree level or equivalent.</li> <li>NEBOSH Diploma in Health &amp; Safety Management or similar related discipline/CEHO Advance Food Safety/Hygiene or similar related discipline/HACCP.</li> <li>An experienced auditor within this remit, ideally with related qualification (ISO/BSC)</li> <li>Security Related Training and/or proven experience.</li> <li>Fluent English as a minimum - other languages an advantage.</li> </ul>
Maintenance Manager	Gate Gourmet, LHR	<p><b>Key Responsibilities include:</b></p> <ul style="list-style-type: none"> <li>Support the Heathrow Units in managing day-to-day maintenance and PPM activities in order to achieve the business objectives.</li> <li>Liaise with customers (internal and external) to ensure an understanding of requirements and responsibilities for oneself and other members of team.</li> <li>Identify opportunities for improvement in services, products and systems to achieve maximum efficiencies</li> <li>Ensure optimum resourcing, product and equipment levels are provided and maintained</li> <li>Participate in the planning, negotiation and agreement of budgets and monitor / control activities against budget, ensuring maximum efficiencies are achieved to improve on budgetary targets.</li> </ul> <p><b>Skills and Knowledge required:</b></p> <ul style="list-style-type: none"> <li>HND or equivalent in Engineering; Managerial/Business qualification – BTEC, DPM etc</li> <li>Proven management experience of varied maintenance functions including the management of contractors and maintenance contracts</li> <li>Understanding of finance / budgets</li> <li>Understanding of manufacturing health and safety, food hygiene, security regulations (DETR)</li> <li>Strong interpersonal and communication skills, demonstrating confidence and integrity</li> </ul>

Job Title	Brand / Location	Key Responsibilities / skills required
Category Manager	Gate Total Solutions UK – Luton	<p><b>Key Responsibilities include:</b></p> <p>Key Developer of products and services for in-flight retail customer airlines and their passengers. Role encompasses all aspects of category management from negotiating the supply of products and services for in-flight retail to meet KPIs (financial &amp; other) to the end of life of that product.</p> <p><b>Skills / Experience required:</b></p> <ul style="list-style-type: none"> <li>• A proven track record in buying, merchandising or category management gained from working for a large retail/wholesale business. Likely to be in an ‘Assistant’ or ‘Junior’ role at present but ready to take on greater accountability.</li> <li>• Excellent negotiating skills with the ability to stretch margins and income targets whilst still maintaining great relationships with suppliers.</li> <li>• A clear understanding of commercial aspects of the role, an ability to interpret the detail to support achievement of wider objectives.</li> </ul>
Director, Group IT Retail Systems	Group IT Located in Luton / London, UK	<p><b>Key Responsibilities include:</b></p> <ul style="list-style-type: none"> <li>• Overall responsibility for all Group IT Systems, including development of Retail IT strategies, architectures and roadmaps</li> <li>• Partner with Group Retail business management to understand business strategies and needs</li> <li>• Drive implementation of standard group retail systems and the retirement of local non-group solutions</li> <li>• Develop, agree and implement Service Level Agreements (SLAs) for retail systems</li> <li>• Direct, manage and mentor all members of the Global IT Retail team</li> </ul> <p><b>Skills and Knowledge required:</b></p> <ul style="list-style-type: none"> <li>• Solid experience and understanding of international retail business processes and data structures</li> <li>• Experience managing multi-national or global programs, implementing standard retail solutions and retiring legacy solutions preferred</li> <li>• Bachelor’s degree or equivalent in IT / Computer Science</li> <li>• Proven experience in managing people and budgets</li> <li>• Ability and experience in working successfully in a matrix organisation</li> </ul>
Executive Chef, Scandinavia	Gate Gourmet Copenhagen	<p><b>Key Responsibilities include:</b></p> <ul style="list-style-type: none"> <li>• Overall responsible for Gate Gourmet’s Scandinavia’s Menu development.</li> <li>• To develop new menus and culinary concepts for the client in line with their brand values and corporate identity, with the use of approved suppliers taking into account budget, dietary and operational needs.</li> <li>• Menu Development for existing and new (potential) customers.</li> <li>• Production of recipes and product methodology.</li> <li>• Leading meetings with operational and production departments, related to customer issues/complaints and menu development.</li> <li>• Places food orders for menu development sample cooking/presentation cooking</li> </ul> <p><b>Skills / Experience required:</b></p> <ul style="list-style-type: none"> <li>• Previous menu development responsibility in a fine dining environment.</li> <li>• Experienced Executive Chef of 3-5 years with preferably in-flight or related Catering experience</li> </ul>

## Europe Indirect Vacancy List

Job Title	Brand / Location	Key Responsibilities / skills required
		<ul style="list-style-type: none"> <li>• Required Previous International 4*- 5* Hotel experience</li> <li>• Apprenticeship or Hotel Management School with focus on Culinary</li> <li>• English essential, other Languages spoken from advantage</li> </ul>
CI Manager	Gate Gourmet Denmark	<p><b>Key Responsibilities include:</b></p> <ul style="list-style-type: none"> <li>• Responsible for material and information flows for operation units in Denmark to identify opportunities for improvement in productivity, material consumption, other operation expenses, quality, safety and space utilization.</li> <li>• Leading projects and Kaizen events and will be conducting training to employees &amp; managers, enabling lean tools and methodologies to drive continuous Improvement.</li> <li>• Acting as a change agent to grow the lean culture within the organization.</li> <li>• Communicating with the unit management and leadership team on implementation of changes.</li> <li>• Quantifies the effects of improved processes, work flows, and aforementioned opportunities in financial terms.</li> <li>• Secures relevance and availability of GG-Production System road maps and blue prints.</li> </ul> <p><b>Skills / Experience required:</b></p> <ul style="list-style-type: none"> <li>• Must be pursuing a Master degree in Business, Economics, Science, Industrial Engineering or a related field or must be able to demonstrate an extensive background in change management.</li> <li>• Good verbal and written communications skills in English. Danish would be an asset to be able to train employees and to give and write instructions.</li> <li>• Previous experience in Airline Catering business will be an advantage</li> <li>• Prior project management experience is a prerequisite. You have expertise in SCM or operational Management (2-3 years)</li> <li>• Six Sigma or Lean Manufacturing Certification preferred.</li> </ul>

Job Title	Brand / Location	Key Responsibilities / skills required
Production Manager	Gate Gourmet Copenhagen, Denmark	<p><b>Key Responsibilities include:</b></p> <ul style="list-style-type: none"> <li>• Ensure delivery of products and service to customers according to airline specifications and expectations</li> <li>• Ensure execution of processes in the Production in an effective and efficient way according to agreed objectives</li> <li>• Develop departmental competence by training staff, develop and improve processes</li> <li>• Ensure that conditions for a good performance of the teams are in place</li> <li>• Liaise with airlines in the interest of menu development and execution</li> <li>• Ensure that in-house policies and procedures are adhere to</li> <li>• Foster CI initiatives and provide a climate for change</li> </ul> <p><b>Skills / Experience required:</b></p> <ul style="list-style-type: none"> <li>• Experience in management positions (beneficial: experience in the airline catering area)</li> <li>• Secondary Education or above, MBA or similar education would be an asset</li> <li>• Computer knowledge (Microsoft Office, internal software such as SAP)</li> <li>• Hygiene training (HACCP)</li> <li>• Knowledge of accident prevention and safety regulations</li> <li>• Leadership experience</li> <li>• Danish &amp; English (fluent speaking, writing)</li> </ul>
TeamLeader Production	Gate Gourmet Copenhagen Denmark	<p><b>Key Responsibilities include:</b></p> <ul style="list-style-type: none"> <li>• To supervise, maintain and control the daily operation of the Food, Dish Wash, Kit Pack and Cutlery Production process, in line with production targets and ensure that the products meet the required standards in quantity and quality as specified by the company and the airline customers.</li> <li>• Responsible for daily production, including responsible for personnel.</li> <li>• Carry out hygiene training in cooperation with QA</li> <li>• Plan production and secure correct numbers and use of personnel, including leadership and follow up on team leaders.</li> <li>• Continuous development and improvement of work procedure and processes in the department.</li> </ul> <p><b>Skills / Experience required:</b></p> <ul style="list-style-type: none"> <li>• 5 years experience in food industry, of which at least 3 years in airline catering</li> <li>• Qualified education in the food industry</li> <li>• Good command of spoken and written English; Willing to learn Danish within 2 years</li> <li>• SAP Knowledge</li> <li>• Thorough understanding of company's food production, Dish Wash, Kit Pack and Cutlery hygiene standards</li> <li>• Excellent communications skills with different member of staff as well as customers</li> </ul>



## Europe Indirect Vacancy List

Job Title	Brand / Location	Key Responsibilities / skills required
Business Controller	Gate Gourmet Sweden	<p><b>Key Responsibilities include:</b></p> <ul style="list-style-type: none"> <li>• The interface between the business and the finance department</li> <li>• Reporting monthly financial results to group HQ</li> <li>• Provide reliable, relevant, focused and timely management information</li> <li>• Detail financial analysis (SAP as source) of P&amp;L, BS and CF - identify performance gaps and proactively support the unit in gap closure measures</li> <li>• Create visibility on financial KPIs (CM1, EBITDAM, TWC, FCF, ROIC) and drive with business improvements</li> <li>• Provide competent &amp; timely decision support (e.g. customer tenders, CAPEX economic analysis, make/buy decisions)</li> </ul> <p><b>Skills / Experience required:</b></p> <ul style="list-style-type: none"> <li>• You must have a strong financial background with proven track record in complex financial and commercial analysis</li> <li>• HD/Cand. Merc. Level essential</li> <li>• Advanced Excel skills are essential</li> <li>• Experience with MS Access, SAP and Hyperion Smart view is an advantage</li> <li>• Have excellent language skills in both Swedish and English (verbally &amp; in writing)</li> </ul>
Account Manager	Gate Gourmet Sweden	<p><b>Key Responsibilities include:</b></p> <ul style="list-style-type: none"> <li>• Link between the customer and the unit</li> <li>• Ensure correct communication with the customer and give instructions/guidelines to operations/production.</li> <li>• Calculations of sales prices input and maintain sales prices in the system and on customer price lists</li> <li>• Execute price adjustments</li> <li>• Co-ordinate, plan and arrange menu presentations and proposals to customer</li> <li>• Report and treat service discrepancies reported from customers</li> </ul> <p><b>Skills / Experience include:</b></p> <ul style="list-style-type: none"> <li>• 3 years documented experience in a similar position</li> <li>• Good knowledge in English, both written and spoken</li> <li>• A business degree in Economics, Business management or similar area</li> <li>• Excellent computer skills ( MS-office )</li> <li>• Previous working experience with SAP</li> <li>• Previous experience in the Catering business will be an advantage</li> </ul>

## Europe Indirect Vacancy List

Job Title	Brand / Location	Key Responsibilities / skills required
Head Retail	Gate Gourmet Spain	<p><b>Key Responsibilities include:</b></p> <ul style="list-style-type: none"> <li>• Build and develop strong relationships with client including regular communication from Director level through to front line crew.</li> <li>• Budget input, management and accountability.</li> <li>• Working with the Category Manager develop products and services to achieve agreed targets for SPH and margin per head.</li> <li>• Proactive management of range through detailed financial analysis to achieve budget.</li> <li>• Work with Ops and Finance Manager to deliver client KPIs.</li> <li>• Work with Category Manger to maximize retail contribution at lowest operational cost.</li> <li>• Working with the customer airline develop and implement training and motivation programmes for crew.</li> <li>• Competitor research and monitoring.</li> <li>• Support on board retail tenders and new business implementations as required.</li> </ul> <p><b>Skills and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Account management experience.</li> <li>• Experience of leading and working with small teams.</li> <li>• The ability to resolve problems, identify &amp; implement solutions.</li> <li>• A background in a commercial retail role is preferred.</li> <li>• Experience of complex contractual negotiations.</li> <li>• Experience of Travel Retail would be an advantage</li> </ul>
Team Leader Traysetting	Gate Gourmet Switzerland Zurich	<p><b>Key responsibilities include:</b></p> <ul style="list-style-type: none"> <li>• Manage / support the department supervisors</li> <li>• Responsibility for 100 employees in the department</li> <li>• Ensure trouble-free operating procedure</li> <li>• Create, implement and review the department objectives</li> <li>• Responsible for the department's efficiency</li> <li>• Responsible for continuous improvement of the processes</li> <li>• Coordination and communication with other departments</li> <li>• Responsible for problem solving within the department</li> <li>• Inventory / Stock control and order</li> <li>• Responsible for the development and training of the employees</li> <li>• Ensure operating guidelines are followed (hygiene, security, house rules etc)</li> <li>• Encourage active cooperation and support of the team</li> </ul> <p><b>Skills / Experience required:</b></p>

Job Title	Brand / Location	Key Responsibilities / skills required
		<ul style="list-style-type: none"> <li>• Training qualification with further education and experience in leading</li> <li>• Good command of MS Office, SAP R/3</li> <li>• Fluent in German and English - oral and written, knowledge of French an advantage</li> <li>• Flexibility and organising ability</li> <li>• Sense of responsibility and corporate thinking</li> <li>• Capacity and social competence</li> <li>• Willingness to shift work</li> </ul>
Head of SCM & QM	Gate Gourmet Switzerland Zurich	<p><b>Key responsibilities include:</b></p> <ul style="list-style-type: none"> <li>• Lead of 2 supply managers, 1 quality manager (food safety) and warehouse</li> <li>• Strategic purchasing for some categories (unit Zürich, Geneva and Bale)</li> <li>• Continuous improvement in SCM &amp; QM</li> <li>• Teamwork with sales and production (menu development)</li> <li>• Preparing make or buy decisions and realization</li> <li>• Module expert MM (SAP)</li> <li>• Trend scouting in the supply market</li> </ul> <p><b>Skills / Experience required:</b></p> <ul style="list-style-type: none"> <li>• Education in the food department and a degree of a college of higher education</li> <li>• MS Office, SAP R/3</li> <li>• Fluent in German and English - oral and written, French at least oral</li> <li>• Experience in leading and project management</li> <li>• Experience in purchasing</li> <li>• Customer Focus</li> </ul>