

PGL Job Description



Teamwork



Quality



Safety



Respect



Inclusivity



Fun

Job Title: Chef

Reporting to: Head Chef / Catering Manager

Main purpose of the role

To support a high standard dining experience in a fast-paced environment, you will provide appetising, nutritious meals and excellent customer service, ensuring catering provision consistently meets PGL standards and safety procedures.

As part of PGL you'll be creating unforgettable learning and adventure experiences that make a real difference to the lives of young people. Our incredible team has always been the secret to our success. Our people are our future, and we take great pride in matching your hard work with a promise to look after you and your career.

Responsibilities

Compliance: To ensure that food preparation and service meets all regulation and policy regarding health & safety, food safety / HACCP, allergen management, and PGL Standards

- Adhere to procedures for storing, preparing, cooking, and serving food, including labelling, temperature checks, and allergy management.
- Maintain high standards of cleanliness and hygiene, following cleaning schedules and identifying improvements.
- Accurately complete due diligence records, taking corrective actions when necessary to ensure food safety.
- Operate according to standard operating procedures, HACCP plan, Safe Systems of Work, and health & safety training to maintain a safe environment.

Customer: To focus on all customers including guests, colleagues and visitors - meeting medical dietary needs and ensuring quality of food delivery

- Ensure meal preparation and stocking meet anticipated volumes, maintaining appetising offerings.
- Maintain consistency in food preparation, cooking, and presentation throughout shifts.
- Provide suitable provisions for those with specific medical dietary needs, overseeing all aspects of food delivery and cleanliness.
- Conduct pre-shift briefings for colleagues, addressing dish details, portion sizes, allergens, and dietary requests, while actively monitoring food quality and addressing any issues during service.

Colleague / Commercial: Contribute to the development and management of the catering team and department resources



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- Assist and encourage the development of Assistant Chefs and Catering Assistants, while assuming leadership duties in the absence of the Catering Manager or Head Chef.
- Take control of stock management during shifts and prepare food according to production plans and guidance from management, focusing on waste and cost control.
- Utilise Nutritics recipe management software for recipe scaling and understand safe methods for food chilling, reheating, or repurposing to minimise waste.
- Maintain equipment and uphold a healthy, safe working environment, delegating tasks effectively to meet departmental requirements and addressing any issues promptly.

Manage yourself - improving own CPD and carry out other duties required for the running of PGL centre operations

- Work with Catering Management to ensure accurate reporting of medical dietary needs and implement post-audit action plans.
- Serve as a positive role model for catering assistants, continually seeking personal development and applying learned skills to enhance centre operations.
- Participate in the management of the catering department by attending meetings, fulfilling duties as directed, and dealing effectively with emergencies.

Assist with centre specific duties associated with a children’s residential activity centre

- Contribute at a senior level to the overall operation of a residential activity centre, handling guest and colleague queries, emergencies, and providing assistance across departments and other PGL centres as needed.

Useful Information

Our centre is transforming to better position us to assist the business as we move into the future. As such, our roles are likely to evolve. Therefore, whilst this job description provides an overview of the main duties, it is not intended to be exhaustive and it is anticipated that the contents will change over time whilst remaining within the broad remit of the role.

Person Specification

Education, Experience & Achievements	Essential	Desirable
Experience in delivering high levels of customer service	✓	
Experience of working with children and young adults		✓
Level 3 Award in Supervising Food Safety in Catering	✓	
Allergen Management	✓	
Experience of working in a high-volume and branded catering environment	✓	
Experience of working with strict procedures, paperwork & admin systems	✓	



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Skills & Knowledge	Essential	Desirable
Prioritises tasks effectively to ensure priority items are completed	✓	
A proficient level of English	✓	
Have basic IT knowledge and experience (email, excel, tablet use).	✓	

Personal Attributes	Essential	Desirable
Manages own time and workload effectively to focus on best value activities	✓	
Develops and maintains effective working relationships with others	✓	
Delivers an exceptional customer experience	✓	
Communicates and presents effectively; with passion and energy	✓	
Treats people in a fair, consistent, and respectful manner and values diversity	✓	

Additional requirements	Essential	Desirable
Enhanced DBS check	✓	

Additional information

Environmental & Social Governance (ESG)

You are required to uphold and champion our Better Beyond Adventure Environmental Social Governance strategy whilst assisting our B Corp certification.

This requires personal, departmental and company-wide level participation, through ongoing engagement in discussions and decision-making around ESG, upholding company and department ESG goals and targets in your role as an ally.

Our Better Beyond Adventure strategy means we all have a role to play as part of our day job. This varies from team to team and by role. However, as standard it is now a requirement for each role to appreciate how they contribute to delivery of BBA across the three pillars:

- Our places, our planet
- Champions of wellbeing
- Playing our part

And by delivering our BBA goals you will also be assisting our B Corp certification and role modelling our PGL Beyond values.

Equal Opportunities/Safeguarding

We pride ourselves on hiring the best people, and recognise the importance and benefits of a diverse team. However, the protection and safeguarding of our colleagues and the young people visiting our centres is our primary concern. PGL are required to obtain satisfactory



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enhanced checks from the Disclosure and Barring Service (DBS or PVG in Scotland), which PGL will pay for. You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.

Our Values

Our company values of teamwork; quality; safety; respect; inclusivity and fun define our beliefs and underpin everything we do. Though simple on the surface, when combined, these values create the exceptional experience that sets PGL apart for both our guests and colleagues.

Right to amend

The company reserves the right to amend the job description in consultation with the colleague to reflect changes in the role.

Job description updated on 27/06/2024

