



job description

Job title: Chef

Reports to: Catering Manager

Job purpose:

As a Chef you will provide a high standard dining experience in a fast-paced environment by providing appetising, nutritious meals and excellent customer service. Reporting to the Catering Manager, you will take responsibility for the catering provision consistently being in line with PGL standards and safety procedures.

Key responsibilities:

1. To ensure that food preparation and service meets all laws, regulations and policies in line with health and safety, allergen safety, food safety, PGL Standards and The PGL Food Safety Management System

- Overseeing correct procedures for storing, preparing, cooking and serving food including labelling, temperature checks and allergy management during your shift
- Keeping high standards of cleanliness and hygiene in all kitchen and dining areas
- Carry out regular checks and audits in line with the current requirements
- Adhering to all regulatory issues in respect of health, hygiene and safety including HACCP
- Follow catering risk assessments as required
- Prepare for internal and external audits/inspections by managers, NSF and Environmental Health
- Ensure cleaning schedules are produced and followed by all catering staff
- Ensure all food allergen policies and procedures are followed by all catering staff
- Ensures accurate completion of all relevant food safety documentation including The Kitchen Diary

2. To focus on all customers including guests, staff and visitors meeting dietary and allergen requirements ensuring quality of food and service

- Ensure every meal during your shift is appetising, well stocked and well presented to a high standard in line with the published menu and that this is continued throughout service
- Ensure consistency in the preparation, cooking and presentation of food being produced
- Ensure that all those with specific dietary and allergy requirements have the same standard as of meal and service
- Oversee all aspects of dining from preparation to service and clean down during your shift
- Conduct staff briefing before each service time, to inform serving staff on ingredients used, correct portion sizes, relevant allergens and awareness about specific dietary requests.
- Have good knowledge and understanding of different food allergies and dietary requirements and be flexible in your approach in adhering to these, ensuring you get them right every time
- Closely liaise with serving team to monitor food quality and availability at meal time service on the hot counter and salad bar
- Ensure that there is adequate provision of food, condiments, crockery, cutlery, trays and drinks throughout each meal time
- Ensure recipes are followed using the correct ingredients
- Address all issues with quality and quantity of food
- Presentation of the dining room including drinks stations, salad bars and general layout should be maintained at every meal and throughout each meal service
- Make sure the correct notices are displayed in line with the PGL Standards
- Use feedback to continuously improve all aspects of the catering operation improving overall scores on the different feedback reports anticipating future needs

- Deal with any special requests in a timely and fair-minded way

3. Conducting training and overseeing the catering team to provide an excellent catering service operation

- Use the PGL monitoring, review and STAR file system to be fully compliant
- Assist with the programming all staff work in line with hours contracted, customer requirements and needs of the business
- Delegate tasks effectively across the department to ensure all requirements are met
- Maintain correct staffing levels for volumes on your shift
- Take ownership for training and development of the Catering Assistants ensuring new skills and knowledge is applied to improve the catering operation
- Set clear and achievable objectives for the individuals you are given responsibility for
- Actively seek to develop a strong team ethos by motivating and inspiring through exemplary leadership
- Attend and contribute to departmental formal meetings to pass on information and to receive feedback
- Encourage and organise team building exercises and other activities to foster team work and support the welfare of all in the department
- Ensures excellent customer service is acknowledged and investigates and acts on service failings

4. Manage all financial aspects to ensure maximum value for money and effective cost control

- Take responsibility and control for all stock during your shift
- Maintain good stock rotation in line with guest levels ensuring wastage and over production are minimised
- Manage and control best work flows to maximise efficiencies
- Take responsibility for financial aspects of the catering department to improve profitability and cost control

5. During shift manage facilities, resources and the working environment to meet all required regulations, policies and standards

- Take responsibility for control, monitoring and cleanliness across all catering facilities
- Ensure all equipment is maintained in line with providers recommendations, regulations and policies
- Enhance and maintain a healthy and safe working environment
- Take account of environmental concerns, considering, waste, impact of actions and wider environmental issues across the centre
- Reduce, reuse, and recycle to improve the environment for all

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

- Liaise with all other departments as required to ensure correct information flow on numbers allergy information and dietary requirements
- Implement agreed action plans
- Be a positive role model to the catering assistants
- Seek to improve knowledge, skills and experience in catering and general management including attending training when/as required and apply learning to centre operations
- Regularly review own targets/objectives

- Participate in the overall management of the catering department by attending and contributing to various meetings, performing duties as directed and responding appropriately in the event of an emergency or an urgent situation
- Deputise for the Head Chef when required

7. Assist with centre specific duties associated with a children's residential activity centre

- Contribute at a senior level to the day to day running of a residential activity centre, including dealing with guest and staff queries and emergency situations
- Assist in other departments as required
- Assist at other centres across the PGL estate as required.



person specification

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Key competencies:

Competency statement	Competency Area
Develops and encourages positive internal and external partnerships	Team Working
Recognises the impact of own behaviour on others and adapts accordingly	Team Working
Makes effective use of available resources	Delivering Results
Daily tasks and activities are completed on time and to the required standard	Delivering Results
Makes timely decisions based on immediate information, prior knowledge and previous experience	Decision Making
Manages own time and workload effectively to focus on best value activities	Personal Effectiveness
Manages emotions under pressure and doesn't take setbacks personally	Personal Effectiveness
Has a flexible approach, going the extra mile when required	Personal Effectiveness
Treats people in a fair, consistent and respectful manner and values diversity	Leading and Managing People

Relevant experience:

	Essential	Desirable
Experience of working in a high-volume catering environment.	✓	
Experience of working with strict procedures, paperwork & admin systems.	✓	
Experience of delivering high level of customer service.		✓
Have excellent organisational skills and be able to work under pressure.	✓	
Have good people and liaison skills.	✓	
Positive approach to team working and problem solving.	✓	
Have good IT knowledge and experience.		✓

Relevant qualifications:

	Essential	Desirable
Level 3 Award in Supervising Food Safety in Catering	✓	



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Additional Information:

Right to Amend The company reserves the right to amend the job description in consultation with the member of staff to reflect changes in the role.

Safeguarding of Children Due to the nature of this role, PGL are required to obtain a satisfactory police check, which PGL will pay for if required. For example, if your current or primary residence is in France, the required check is the 'Extrait de Casier Judiciaire (bulletin n°3)'. If your current or primary residence is in the UK, we require an enhanced check from the 'Disclosure and Barred Service (DBS)'. Additionally, all PGL staff will need to have received two satisfactory references prior to starting employment.

You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.