



Head Chef Kingswood Job Description



Job Title: Head Chef

Job Purpose

Accountable for the implementation of Catering services and standards that drives Centre's delivery and achievement of the highest levels of guest satisfaction and ensures achievement of costs in line with budgets. · Accountable for the implementation and auditing of all Catering SOPs in respect of current safety and food hygiene legislation (H&S, HACCP, COSHH)) thus providing a safe environment for guests and colleagues. To fully support and exemplify the overall company purpose and values of – 'Keep it Simple'; 'Know your Stuff'; 'Give it your all'; 'Make it Fun' and 'Own it'

Key role responsibilities and accountabilities

Management and Team Development

- Working with the ACM to recruit and develop, direct reports through effective performance management and communication to deliver Centre goals and KPI's.
- To manage, motivate and inspire all catering staff on a day to day basis to ensure company standards are attained.
- Working with the TC to take responsibility for ensuring all staff are fully trained to company standards.
- Thorough effective rota scheduling, to ensure the centre complies with the working time directive and if necessary, highlight concerns to key stakeholders.

Quality and Standards

- Deliver catering standards that delight clients and meet

Company Standards.

- Ensuring that stock levels are managed in a cost effective and timely manner, ensuring waste is kept to a minimum.
- Working with key stakeholders to implement, review and audit catering presentation and safety standards that meet Kingswood SOPs, HSE and current Food Hygiene legislation and which provide the highest quality standards of service delivery to guests.
- Working with the CM to provide accurate and timely catering reports that permit prompt business decision making.

Delighting Guests

- Understand the varied needs of our International/faith and sole use guests and ensure their catering needs are satisfied.

- Pro-active liaison with the Guest Services team, to ensure that a full understanding of guests dietary requirements are understood on a daily basis.
- Provide feedback to Centre Manager with regards to improvement for menus, following Guest\Staff feedback.
- Drive a culture of customer service throughout all of the Catering team, ensuring the best customer service is delivered at all times.
- To personally demonstrate a high level of customer service/interaction (feedback meetings, dining room etc) and creating a culture where feedback is encouraged and is acted upon in a positive manner.

Financial Excellence

- Working with the CM to ensure best value for money for all catering supplies and services (e.g. Food, Equipment, cleaning materials).
- Preparing accurate and timely reports in line with company Standards.
- Identify, evaluate, implement and communicate cost saving opportunities, whilst ensuring guest satisfaction levels are not compromised.
- Working with Centre Manager provide accurate and timely budget information that ensures all costs associated with the Catering functions are clearly identified, analysed and correctly allocated.

Safety

- Understand and comply with Company's safeguarding policy.

Typical knowledge, skills and experience

- Proven experience of food preparation in a fast paced commercial environment.
- Proven people management and development skills with the ability to drive, motivate and enthuse & teams.
- City and Guilds (Catering) 7061/2.
- Advanced Food Hygiene.
- Excellent communicator
- Commercially astute with experience of delivering financial targets/budgets.
- Results driven with the ability to get things done.
- Manage relationships effectively with a strong ability to persuade and influence.
- Effective interpersonal skills with the ability to adapt communication to match audience.
- Confident and calm under pressure.
- Open and honest, acts with integrity.
- Versatile and resilient.
- Receives feedback in a positive manner and acts upon it.
- Customer focussed with a passion for delivering high levels of service.
- Willingness to learn and develop self

Behavioural competencies

Broad Thinker

Evaluates the commercial and financial implications of decisions, considering the wider People and operational context. Shows evidence of clear analytical thinking. Evaluates the full implications of actions on other parts of the business. Thinks outside of the 'functional silo'. Stays up to date with customer trends, identifying opportunities and threats at an early stage.

Honesty and Transparency

Asks for feedback from the Organisation on how to improve. Meets the needs of internal customers, by supporting and engaging when required. Takes personal responsibility for correcting problems and demonstrates good recovery from complaints. Gives open and honest feedback at all levels even when it's difficult. Meets and exceeds internal customer expectations. Is open honest and Transparent even when things go wrong.

Leading & Collaborating

Initiates action and provides others with clear direction. Challenges inappropriate or ineffective behaviour. Works with subject experts to get the best possible solution. Takes responsibility for actions. Is self-confident and is seen as credible and a go to person by others. Welcomes new ideas and ensures everyone has a voice.

Developing Performance

Keeps own knowledge and skills up to date practicing continuing professional development. Delivers results through teams and people. Actively seeks to stretch capability and scope of responsibilities. Challenges and sets, 'Stretching' goals for their team, providing feedback on performance and behaviors. Addressing under performance at the first opportunity.

Communicating

Is sensitive to non-verbal cues, to other people's feelings and emotions, and responds with sensitivity. Communicates openly and freely with colleagues and teams to ensure that they can see the big picture. Successfully persuades and influences others. Presents information in a way that engages and motivates the audience. Is self-aware and changes style to suit the relevant audience

This job description is not to be regarded as exclusive or exhaustive and does not form part of the roles contract terms. It is a summary of the Recruitment Coordinator function and responsibilities and, like all such documents, will be amended from time to time, in the light of the changing need of the Peoples Team. Prepared by The People Team December 2020.