



# job description

**Job title: Head Chef**

**Reports to: Catering Manager**

***Job purpose:***

As a Head 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 whilst meeting agreed financial targets.

***Key responsibilities:***

**1. Managing, 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 across all staff in the catering department
- Programme 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 of business throughout the year
- Take ownership for training and development of the catering team ensuring new skills and knowledge is applied to improve the catering operation
- Set clear and achievable objectives for the department and individuals
- Actively seek to develop a strong team ethos by motivating and inspiring through exemplary leadership within the department
- Hold departmental formal meetings to cascade information and to receive feedback to pass on to the General Manager
- Encourage and organise team building exercises and other activities to foster team work and support the welfare of all in the department
- Ensure excellent customer service is acknowledged and investigate and act on service failings

**2. To ensure that the catering operation 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
- Keeping high standards of cleanliness and hygiene in all kitchen and dining areas
- Carry out regular daily, weekly and monthly audits in line with the current requirements
- Adhering to all regulatory issues in respect of health, hygiene and safety including HACCP
- Monitor and update catering risk assessments as required
- Prepare for and conduct internal and external audits/inspections by managers, NSF and Environmental Health
- Ensure cleaning schedules are produced and followed by all catering staff

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

- Ensure every meal is appetising and well presented in line with the published menu
- 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
- 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
- Work across departments to ensure optimum programming for guest meal times
- 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

#### **4. Manage all financial aspects of the catering operation to ensure maximum value for money and effective cost control**

- Closely control all stock ordering to maintain the correct levels dependent on volumes
- Manage stock wastage levels reducing losses and therefore cost to the business
- Advise the Catering Manager and General Manager of any significant variance to budgets as soon as it is known about
- Prepare detailed budget information for discussion with the Catering Manager
- Manage and control best work flows to maximise efficiencies
- Take accountability for financial paperwork associated with the department ensuring accuracy and the meeting of deadlines

#### **5. 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 in running the department 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 for the catering department and across other areas of operation on centre and across PGL
- Implement agreed action plans across all areas of the catering operation
- Be a positive role model not only to the catering department but to all on centre
- 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 centre by attending and contributing to various meetings, performing duties as directed and responding appropriately in the event of an emergency or an urgent situation
- Attend and contribute to the catering managers forum
- Deputise for the Catering Manager when required

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

- Contribute at a senior level to the day to day running of a residential activity centre, including attending and contributing to HOD and H & S meetings, dealing with staff queries and emergency situations
- Conduct on call duties, such as Duty manager or Emergency Support Manager cover (inclusive of overnight support) on a rota basis
- Assist in other departments as required
- Assist at other centres across the PGL estate as required.



# person specification

**Job title:** Head Chef

**Reports to:** Catering Manager

**Key competencies:**

Competency statement	Competency Area
Identifies and seeks to understand customer requirements	Customer Focus
Develops and maintains effective relationships with others	Team Working
Communicates appropriately and effectively with others	Communication
Chooses the appropriate level and method of communication for the audience	Communication
Produces quality work within budget which consistently meets due dates and deadlines	Delivering Results
Clearly identifies what needs to be decided, why, by when and by whom	Decision Making
Manages own time and workload effectively to focus on best value activities	Managing Self
Sets clear and meaningful objectives	Managing People
Monitors performance and provides regular constructive feedback	Managing People

**Relevant experience:**

	Essential	Desirable
Experience to manage and similar size operation (back of house team and food production)	✓	
A good understanding of food mass production	✓	
Track record of great customer service		✓
Good communication and decent computer skills		✓
A good understanding of financials		✓
Good training skills	✓	

**Relevant qualifications:**

	Essential	Desirable
Level 3 food safety		✓
City & Guilds 7061/2 or NVQ equivalent		✓
Management Qualification e.g. ILM I3 Award/ILM NVQ Level 3 Management		✓
Completed the PGL Leadership and Management Programme (If internal)		✓

**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.



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**Safeguarding of Children** Due to the nature of this role, PGL are required to obtain satisfactory enhanced checks from the Disclosure and Barring Service (DBS), which PGL will pay for. 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.