



Job Description

Post: Head Chef

Grade: 9

Centre: London Wetland Centre

Directorate: Centre Operations

Reporting to: Catering Manager

Main function of the post: Responsibility for the production of quality food presented to high standards for the centre's café and functions business; leading and managing a team of kitchen staff; meeting budgeted profit margins and income targets.

Supervisory Responsibility: Management of kitchen staff; supervision of front of house staff when required on management shift.

Hours worked: 37.5 Hours per week to include weekends and bank holidays. Flexible hours to meet requirements.

Main duties of the post:

1. To deliver quality food to high standards of presentation for the café and functions business:
 - To ensure that all food is produced and presented to the high quality standards set and expected by the Centre and Catering Manager
 - To produce appealing menus appropriate to the customer and business need (for the café, corporate hire and private hire - including wedding receptions)
 - To accurately cost all menus to ensure agreed GPs are met or exceeded
 - To work in a competent and organised manner, meeting tight deadlines to ensure food is delivered on time to the agreed standard

2. To lead and manage the Kitchen team:
 - To positively and proactively lead the team, promoting high standards of service, conduct and professionalism in your team
 - To supervise and train kitchen staff on a daily basis to ensure required standards are met and tasks can be delegated
 - To adhere to the Trust's HR policies and guidelines in managing and recruiting staff
 - To produce staff rosters for the kitchen ensuring staff levels reflect the business needs and kitchen staff costs do not exceed monthly budgets
 - To set objectives and monitor performance to ensure these are being met, including undertaking appraisals and regular team update meetings
 - To ensure excellent communication between all kitchen staff, and between the kitchen and Front of House
 - To demonstrate a high level of customer care internally and externally
 - To conduct yourself in a professional manner at all times in the workplace to reflect the organization's culture and values

3. To manage catering costs and resources to ensure budgets / Key Performance Indicators (KPIs) are met:
 - To accurately cost all menus/dishes to ensure agreed GPs are met or exceeded
 - To undertake all food ordering for the dept, using the Trust's online purchasing system and approved suppliers only
 - To manage the ordering and stock levels in a timely fashion in order to meet agreed budgeted targets and minimise wastage
 - To undertake all related administration for the department in a timely manner, ensuring invoices are processed according to Trust deadlines and systems
 - To manage wastage and monitor portion control to ensure agreed GPs are met or exceeded

4. To be responsible for the adherence of all Food Hygiene and Health & Safety Regulations:
 - To lead by example in working practice and presentation
 - To ensure that all food is prepared, handled and stored according to Food Safety Law and regulations
 - To ensure that all daily, weekly and monthly food hygiene and safety checks are carried out and accurate records maintained
 - To ensure that the kitchen is cleaned to the standard set by Food Hygiene and Safety legislation
 - To have a full understanding and knowledge of food safety law
 - To train kitchen staff in the implementation of food safety law and maintain accurate records of all such training
 - To ensure all kitchen equipment and practices meet Health and Safety requirements

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

Date raised: January 2007

Date Amended: June 2011

Person Specification

1. Qualifications and training

Essential:

- City & Guilds Diploma in Professional Cookery (7100 / 7133) or equivalent catering qualification / experience to level 2/3 standard
- Intermediate food hygiene certificate

Desirable:

- Patisserie training

2. Experience

Essential:

- Experience within a high volume quality food establishment
- Demonstrable experience of delivering banqueting food
- Practical experience in all areas of running a kitchen
- Demonstrable experience of having managed a team in a kitchen environment
- Demonstrable experience of food ordering and stock takes
- Demonstrable experience of budget management, including managing COS and achieving budgeted profit margins
- PC skills with good working knowledge of word, excel and outlook
- Professional conduct and efficient communication skills in both written and verbal English

Desirable:

- Experience dealing with the general public in a friendly professional manner when enquires are made within the café
- Knowledge of purchase ordering system
- Specialised experience in pastry and vegetarian cuisine
- Experience of producing special diet menus

3. Managerial & Supervisory

Essential:

- Ability to recruit, manage, train and appraise staff
- Ability to determine priorities and set tasks
- Ability to motivate and positively lead a team to achieve objectives and monitor performance against targets
- Promotes team work within workplace

Type of staff	Number managed	Number supervised
Permanent Staff	5	
Volunteers / Casual Workers	2	

Desirable:

- Target driven with an eye for detail and achieving quality standards

4. Responsibility

Essential:

- Full understanding of managing costs to achieve budgeted profit margins

- Daily organisation of all sections in the kitchen
- Responsible for organising and completing food ordering and stock takes
- Ability to work unsupervised

Levels of financial responsibility

Type of Responsibility	Level (£'s)
Expenditure (exc payroll)	£197,094 (2011 food purchases for resale)
Cash Handling	
Assets (required for job, exc buildings)	Computer; telephone; WWT uniform (polo-shirt, apron, hat), centre department keys; kitchen materials
Visitors (per annum)	

5. Creative Ability

Essential:

- Ability to create appetizing menus appropriate to the customer / business while meeting agreed profit margins, especially when catering for functions and events
- Practical thinker and problem solver with flexibility to adapt and implement change

Desirable:

- Producing special dietary menus

6. Contact

Essential:

- Regular and routine contact with the catering team (kitchen and front of house) and suppliers
- Contact with the general public when catering for functions and events