

Head Chef

Directorate: Operations

Reporting to: Catering Manager

What we need you to do: Create, develop and manage an inspirational catering environment that contributes to an excellent visitor experience. Consistently deliver and meet or exceed against agreed targets, and generate profits that support the conservation work of WWT whilst adhering to current legislative regulations.

Location: Slimbridge

Grade: 8

Main areas of responsibility

- Shape the visitor experience by generating a warm and welcoming catering environment which is inspirational and vibrant and represents the WWT brand.
- Provide and present WWT's catering product range to a consistently high standard, identifying and responding to changing visitor requirements and feedback.
- Create and develop a varied, exciting and appealing seasonal offer that reflects WWT brand within the desired price points using seasonal, ethically sourced high quality ingredients.
- Develop and maintain the catering offer to maximise sale opportunities, adapting to seasonal changes and change in visitor buying behaviours.
- Optimise financial performance to increase profitability through effective deployment of all available resources and relevant controls.

- Implement the appropriate standards, procedures and best practice.
- Maximise every team member's contribution to ensure delivery of personal, department and Trust objectives by giving the appropriate levels of direction and support through training, team meetings and individual discussions.
- Engage with WWT's internal communication channels keeping themselves informed and up to date with the progress that WWT is making and the work that we undertake to save wetlands for wildlife and people.
- Lead, coach and engage team members to adapt to continuous change and the implementation of new initiatives.
- Ensure all catering team members are aware of and have a basic understanding of the centre's key features and conservation highlights and share such information with visitors where and when appropriate.
- Reduce waste by accurately managing stock in line with WWT systems and procedures, ensuring that all waste is disposed of responsibly in line with WWT recycling policies.
- Meet procurement targets relating to sustainability.

In addition:

- Operate catering areas that fully adhere to and comply with all industry legislative standards.

Work Pattern: 37.5 hours per week to be worked on a rota basis to include weekends and bank holidays, and occasional evening work in line with business 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 Created: October 2014

Person specification

1. Qualifications

- **Essential:**
- Educated to a minimum of GCSE standard (Grade A-C Level) or equivalent
- Industry recognised qualification or suitable experience
- Food Hygiene Level 3/intermediate
- Competent in written and verbal English

- **Desirable:**
- Food Hygiene Level 4/advanced
- Industry recognised Health and Safety Qualification
- First Aid Qualification

• 2. Experience

- **Essential:**
- Significant experience within a catering operation
- Experience of varied catering styles
- Practical experience in all areas of running a kitchen
- Previous experience of team management
- Demonstrable experience of budget management
- Good working knowledge of word, excel and outlook

- **Desirable:**
- Experience of working within a visitor attraction
- Previous experience of multi functional operation

3. Managerial and supervisory

- **Essential:**
- Ability to determine priorities and set tasks
- Confidently able to train, motivate and engage your team (including volunteers)
- **Desirable:**
- Experience in managing the life cycle of a team member to include:
 - Recruitment
 - Appraisals
 - Performance Management
 - Allocation of resource (permanent/casual staff and volunteers)
 - Submission of information to Payroll function

Your team	Number managed	Number supervised
Permanent Team	4	0
Casual Workers	2	2
Volunteers	0	0

4. Responsibility

- **Essential:**
- Legislative compliance of FSMS and HSE
- Managing customer feed back
- Responsible for management and organisation of the working environment
- Delivering budgetary targets

Levels of responsibility:

Your responsibilities	Level
Expenditure (exc. payroll)	£220k
Cash Handling	n/a
Assets (required for job, exc. buildings)	PC
Visitors (per annum)	247,000

5. Creative Ability

- **Essential:**
- Ability to plan for and adapt to seasonal trade/campaigns and promotions
- Proven experience in problem solving
- Passionate and imaginative menu planning
- **Desirable:**
- Visual merchandising and display

6. Contact

- **Essential:**
- Regular and routine contact with other departments and visitors
- Contact with external suppliers, ensuring standards are delivered by suppliers and contractors
- Working positively with HQ Catering and HQ Finance on a regular basis