

### Lead Chef

**Directorate:** Operations

**Reporting to:** Catering Manager

**What we need you to do:** Support the Catering Manager in creating developing and managing 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 for WWT whilst adhering to current legislative regulations.

**Location:** Castle Espie

**Grade:** 6

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- 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.
- Assist in the creation and development of a varied, exciting and appealing seasonal offer that reflects WWT brand within the desired price points using seasonal, ethically sourced high quality ingredients.
- Support develop and maintain the catering offer to maximise sales 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 as defined by your Line Manager.
- 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.
- Support with the allocation of basic tasks and carry out agreed training, checking the work of others in similar or lower grades on a regular basis.

- 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.
- 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.

### In addition:

- Operate catering areas that fully adhere to and comply with Industry Food Hygiene standards.

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**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.

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**Date Created:** September 2015

## Person specification

### 1. Qualifications

***Essential:***

- Educated to a minimum of GCSE Standard (Grade A-C) standard or equivalent
- Industry recognised qualification or suitable experience
- Food Hygiene Level 2/basic
- Competent in written and spoken English

***Desirable:***

- Food Hygiene Level 3/intermediate
- Industry Health and Safety Qualification
- First Aid Qualification
- Fire Safety trained

### 2. Experience

***Essential:***

- Significant experience within a catering operation
- Experience of varied catering styles
- Practical experience in all areas of running a kitchen

***Desirable:***

- Experience of working within a visitor attraction
- Previous experience of multi functional operation
- Previous experience of team management
- Demonstrable experience of budget management
- Good working knowledge of word, excel and outlook

### 3. Managerial and supervisory

**Essential:**

- Ability to determine priorities and set tasks
- Confidently able to train, motivate and engage the 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	0	3
Casual Workers	0	3
Volunteers	0	0

### 4. Responsibility

**Essential:**

- Ensure legislative compliance of FSMS and HSE
- Manage customer feedback
- Be responsible for the organisation of the working environment

**Levels of responsibility:**

<b>Your responsibilities</b>	<b>Level (£'s)</b>
Expenditure (exc. payroll)	£1,000
Cash Handling	£1,000
Assets (required for job, exc. buildings)	£20,000
Visitors (per annum)	£100k - £200k

## 5. Creative Ability

**Essential:**

- Ability to plan for and adapt to seasonal trade/campaigns and promotions
- Ability to problem solve
- Ability to input into passionate and imaginative menu planning
- Ability to think outside the 'pond' and committed to going the extra mile

**Desirable:**

- Ability to visually merchandise and display product

## 6. Contact

**Essential:**

- Ability to maintain occasional contact with other departments and visitors
- Ability to maintain occasional contact with external suppliers, ensuring standards are delivered by suppliers and contractors
- Ability to maintain excellent communication with team members