

Chef de Partie

Directorate: Operations

Reporting to: Catering Manager

What we need you to do: Contribute to the delivery of an inspirational catering environment that contributes to an excellent visitor experience. Consistently deliver high quality food items whilst maintaining legislative requirements regarding food production and chemical control and use. Contribute to menu development and implementation of new initiatives.

Location: Castle Espie

Grade: 4

Main areas of responsibility

1. Work within the kitchen team to produce a consistently high standard of food; to include special events, party catering and functions.
2. Assist with menu development and planning; including creating new dishes and offering ideas for seasonal menus to cater for individual functions or daily menus.
3. To assist in the ordering, storage, control and management of all stock, according to regulations and administrative procedures.
4. To comply with all current Health & Safety and food hygiene regulations and to ensure the health, safety and enjoyment of visitors whilst using our food service facilities.
5. To assist with all aspects of daily, weekly and monthly cleaning of the kitchen, equipment and other food service areas; ensuring that all checklists are completed and high levels of hygiene standards are maintained.
6. To ensure that visitor care is to the highest possible standard and that WWT's GUEST customer service standards are adhered to within the kitchen team.

7. Assist in the induction of new staff into the kitchen, and to ensure all standards within your area are maintained at all times by all staff working in that area.
8. 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.
9. To work alongside volunteers encouraging, developing and supporting them in their work for WWT, ensuring that they have a positive volunteering experience.
10. To interact with our visitors and supporters in a positive way, shaping unforgettable experiences and helping them understand and connect to wetlands.

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: February 2017

Date Amended: October 2019

Person Specification

1. Qualifications

Essential:

- Educated to GCSE standard (D-G) or equivalent
- Industry recognised qualification or suitable experience e.g. City & Guilds, NVQ, BTEC etc.
- Food hygiene level 2 or equivalent
- Competent in written and verbal English
- Basic computer skills (MS Office) for purposes of ordering/stocktake and accuracy in such tasks

Desirable:

- First Aid Qualification

2. Experience

Essential:

- Experience within a relevant catering operation
- Practical experience in all areas of running a kitchen
- Good working knowledge of food safety management systems including allergen legislation.

Desirable:

- Experience of working within a visitor attraction
- Experience of varied catering styles

3. Managerial and supervisory

Essential:

- None

4. Responsibility

Essential:

- Ensuring the food service runs smoothly and with consistently high standards of presentation
- To comply with and assist in the administration of all current health & safety and food hygiene regulations
- Organised in work flow and meeting deadlines
- Ensure all customer feedback is referred to the manager for an appropriate response

Levels of Responsibility:

Type of Responsibility	Level (£'s)
Expenditure (exc. payroll)	£10,000
Cash Handling	N/A
Assets (required for job, exc. buildings)	£1,000
Visitors (per annum)	N/A

5. Creative Ability

Essential:

- Ensure high standards of food presentation
- Assist with presentation and menu ideas for seasonal trade and special event catering
- Ability to assess ordering needs and place orders
- Ability to administer deliveries and control of stock
- Ability to control chemicals according to legislation

6. Contact

Essential:

- Able to maintain regular contact with other departments and visitors
- Able to maintain occasional contact with external suppliers, ensuring standards are delivered by suppliers
- Able to communicate well with all team members
- Ability to engage with visitors living up to WWT Customer Service Standards