

Head Chef

Grade: 8

Directorate: Operations

Location: WWT Slimbridge Wetland Centre

Reporting to: Catering Manager

What we need you to do: To consistently deliver a high standard of food that contributes to an excellent visitor experience. Meeting or exceed against agreed targets whilst adhering to all food safety and health and safety legislative regulations.

Responsibilities of the post

1. To provide leadership to all staff within the kitchen team enabling every team member's contribution to be maximised by ensuring that the appropriate levels of direction and support are provided through professional line management in line with WWT's people frameworks.
2. To ensure that a consistently high standard of food is available within the Kingfisher Kitchen, Swan Café and all kiosks throughout the day, adapting quickly to changes in customer flow and responding to changing visitor requirements and feedback.
3. To fully embrace and implement food safety management ensuring that your team routinely and rigorously adhere to all aspects.
4. Support the catering manager to implement and maintain a varied, exciting and appealing seasonal offer that reflects the WWT brand within the desired price points using seasonal, ethically sourced high quality ingredients.
5. Optimise financial performance to increase profitability by adhering to agreed costings and reduce waste by accurately managing portion control and stock in line with WWT systems and procedures, ensuring that all waste is disposed of responsibly in line with WWT recycling policies.
6. To ensure that all dishes produced adhere to agreed allergen profiles and that any changes to ingredients are accurately recorded.
7. 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.

8. To ensure the health, safety and wellbeing of everyone in your team is an integral part of how they work, creating a safe environment for staff, volunteers and visitors by implementing WWT's health and safety policies and guidelines
9. To be responsible for ensuring that your team engage with the WWT Sustainability Statement being aware of negative environmental impacts and incorporating sustainable ways of working within your team.
10. To ensure that your team engage and interact with our visitors and supporters in a positive way, shaping unforgettable experiences and helping them understand and connect to wetlands.

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

Revised: 29 January 2020

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
- Demonstrable experience of operating a food safety management system
- Experience of delivering quality food in a fast paced high volume catering environment
- Practical experience in all areas of running a kitchen
- Previous experience of team management
- Demonstrable experience of meeting or exceeding budget targets
- Good working knowledge of word, excel and outlook

Desirable:

- Experience of working within a visitor attraction

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 Food Safety Management Systems and Health & Safety Executive
- Managing customer feed back
- Responsible for management and organisation of the working environment
- Adhering to budgetary targets

Levels of responsibility:

Your responsibilities	Level
Expenditure (exc. payroll)	£220,000
Cash Handling	n/a
Assets (required for job, exc. buildings)	£1,000
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

Desirable:

- Visual merchandising and display

6. Contact

Essential:

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