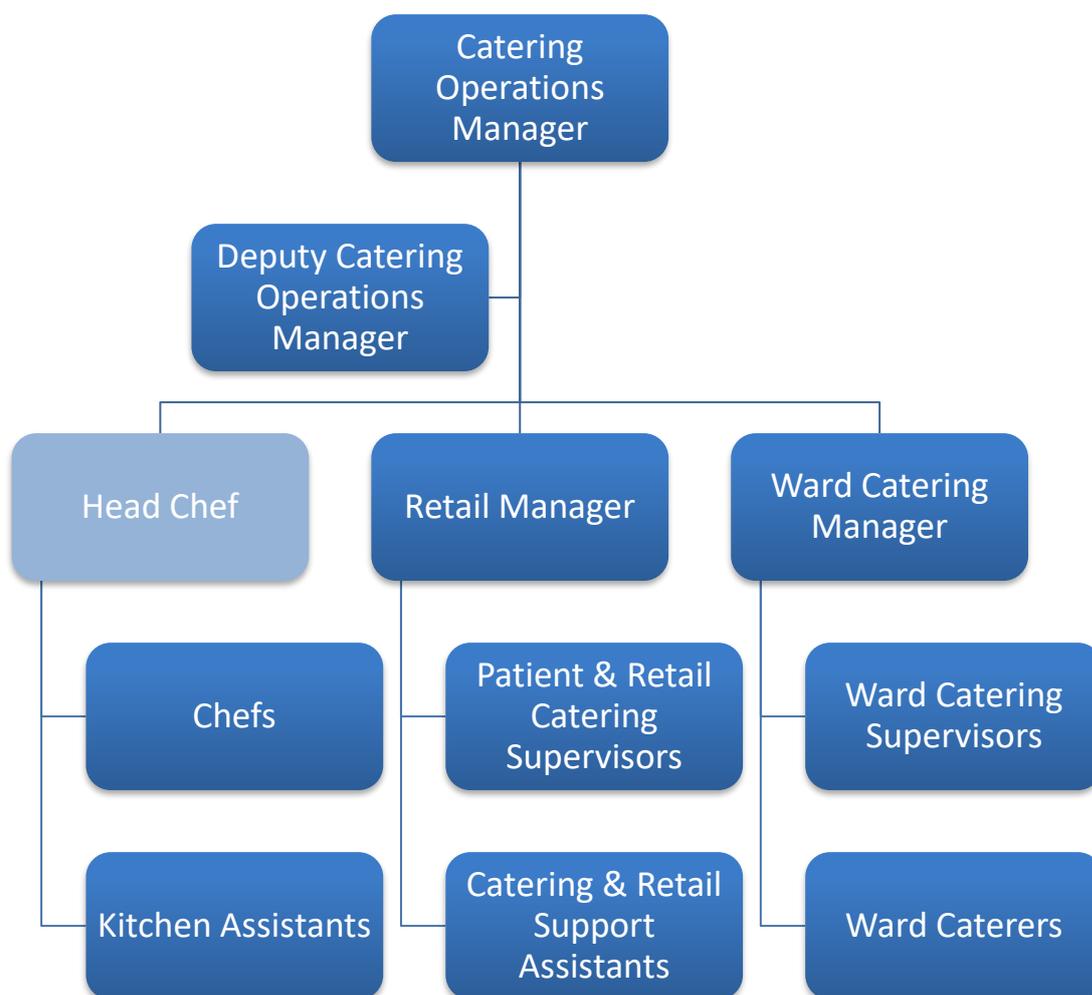


JOB DESCRIPTION

Job Title:	Head Chef
Band/Pay:	Band 5
Department:	Catering Operations

Workplace Team



Job Overview

The Head Chef will provide operational management to the back of house kitchen team, who deliver restaurant, café, and hospitality services to over 1500 staff and visitors daily. The post holder will be responsible for creating rotas and organising, developing, and improving the catering service throughout the Trust. They will ensure that the highest standards of food safety, service quality, and health and safety are achieved, and that these standards are maintained through professional development, auditing, mentorship,

budget management, and innovative menu creation. They will play an active part in the strategic development of catering services for both retail units as well as within patient services and dietetics, improving systems and processes to drive productivity and reduce costs.

Main Duties of the Job

- Assume overall responsibility for the daily operation of the kitchen, ensuring customers and colleagues are catered for to the appropriate standard
 - Plan, prepare, cook and present food to the standards required by the Catering Operations Manager
 - Review and develop the restaurant menu on a regular basis
 - Ensure that costs are within budgeted variances to ensure the maximum overall profitability of the food and beverage operations
 - Ensure that Bayview Restaurant's reputation for excellent food and service is enhanced for the customers
 - Control portion size and monitor waste
 - Ensure that stock is purchased within budgetary parameters, issued, used and accounted for in line with departmental process
 - Plan and maintain adequate stock levels and liaise with suppliers to ensure value for money
 - Maintain detailed records relating to food production activities and supplier information as required by the Catering Operations Manager
 - Ensure food safety standards are maintained in line with Trust Food Safety Management System
 - Achieve full compliance with the statutory Health & Safety requirements, ensuring all staff have completed mandatory training and are following good working practices
 - Ensure all accidents/incidents are reported appropriately
 - Develop, implement and ensure all SOP's are followed and updated as required to ensure a consistent high quality of cuisine and service
 - To assess employee performance and recognise training needs and potential as appropriate
 - Hold team meetings on a regular basis to communicate targets, standards, and business expectations
 - Provide and receive complex and confidential information where agreement or co-operation is required
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About your new team and department

The Workplace Team

As an integrated care organisation, the Trusts' purpose is to provide safe, high quality health and social care at the right time, in the right place to support the people of Torbay and South Devon to live their lives to the full. The Workplace Team underpins the provision

of clinical services, employing approximately 600 staff, delivering estates and facilities services across all sites within the Trust.

We need all Workplace staff to own and live our organisational values;

- Working together for people
 - Commitment to quality care
 - Compassion
 - Improving lives
 - Everyone counts
 - Respect and dignity
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Detailed job description and responsibilities

Communication and working relationships

- Work with the catering services team and communications staff to ensure an appropriate and pro- active communication around catering services
- Ensure all mandatory and statutory training is completed for staff and recorded on their individual training records
- Encourage innovation, flexible working, and staff involvement, through regular and effective communication, supporting monthly team briefing and liaison and building of relationships with staff at all levels
- Ensure that all recharges are completed in full for retail services, patients ward issues, departmental issues and special diets
- Support the efforts to become a high performing team and to successfully deliver the objectives, including: resource allocation and review, determination of individuals tasks and work-streams, internal communications and individual development, performance review to ensure delivery of tasks and key milestones, and the motivation and inspiration of individuals to work as a team to deliver a shared goal
- Ensure that all reasonable/achievable guest requests are appropriately communicated to ensure absolute fulfilment
- Work in collaboration with the Ward Catering Manager and Dietetic team to ensure all complex patient meal requirements are appropriately catered for
- Work closely with, and develop excellent relationships with the infection control team, operations teams, and key managers to agree required changes in service delivery and how they will be achieved and measured
- Represent the Trust in communication with suppliers in day to day written, electronic and telephone contacts, behaving in a knowledgeable and professional manner at all times
- Identify and refer key catering services issues, particularly safety and compliance concerns and those with political sensitivities and complex information, to the Catering Operations Manager and the Head of Facilities

Planning and Organisation

- Effectively prioritise work and staffing allocation and assist in controls assurance, planning and forecasting workforce and expenditure requirements

- Develop and implement a training plan to ensure all staff have completed mandatory and specialist training and are compliant with Trust standards
- Responsible for developing a standard recipe file
- Responsible for the production, preparation and presentation of all food items to ensure highest quality at all times
- Support the Catering Operations Manager in the implementation of the catering services strategy and policies across the Trust, ensuring the delivery of services that are efficient, cost effective, and that future proofs the hospital
- Manage and implement a robust rota for ensuring the availability of trained staff (to include succession planning) 24/7 to fulfil the needs of the organisation
- Manage staff allocation, sickness, and absence effectively in line with the Trust's sickness absence and disciplinary policies
- To work on own initiative to deliver agreed objectives

Analytical and judgement

- Responsible for controlling, analysing and ensuring the optimum performance, on an ongoing basis for, a) Quality levels of production and presentation, b) Customer satisfaction, c) Operating, payroll and food costs, d) Cleanliness, sanitation and hygiene in all kitchen areas
- Achieving agreed standards of customer service day to day operational decisions.
- Supervise and assist presentation of all food is to the highest standards at all times
- Deal with staff absence, annual leave, sickness and any grievance or disciplinary action according to Trust policies
- Adjust staff rotas to account for planned and unplanned absence, using resources, guided by standard operating procedures
- Carry out appraisals with the team, in line with the Knowledge and Skills Framework supporting pay progression and performance
- Assist in dealing with internal and external complaints, carry out investigations and implement agreed standards of corrective actions when required
- Report any health and safety incidents and implement corrective action

Responsibility for Patients and Customer Care

- Respond to customer and patient meal complaints
- Lead on special menus for complex diets in conjunction with the Dietetics team
- Assist's staff, customers, patients and clients to provide non-clinical advice, of catering services incidental contact
- Liaise with ward/departmental management and other Trust disciplines on quality of service delivery

Policy and service responsibility

- To ensure that the kitchen meets statutory and company requirements of Health and Safety, Food Safety and environment legislations and procedures
- To conduct Food Safety and Health and Safety Risk Assessments and ensure that all standards and procedures with regard to Hygiene and Safety are established and maintained in line with Trust Policy

- To ensure all kitchen staff and high-risk food handlers are trained to the appropriate standard
- Monitor all catering services ensuring compliance with relevant current legislation, NHS guidance, Training, health and safety, Food Safety standards, codes of practice, Trust policies, regulations and budget
- To contribute to the implementation of organisation wide and National projects impacting on Catering Services, e.g. NHS Food Review, PLACE, etc.
- To establish and maintain location cleaning schedules
- To be responsible for assessing the risk to the health and safety of themselves, staff, patients and visitors or to the achievement of the Trust's objectives

Responsibility for Finance, Equipment and Resources

- To ensure all appropriate staff are trained on the use and cleaning of dangerous equipment
- To make recommendations for renewal and replacement of equipment when required
- Support the Catering Operations Manager in the implementation and evaluation of short, medium- and long-term plans for the replacement or upgrading of catering services equipment, systems and infrastructure and feed into the annual budget setting process
- Provide and receive complex and confidential information where agreement or co-operation is required
- To handle cash in support of retail operations
- Ensure the correct and safe use of equipment and at no time subject equipment to abuse or wilful neglect
- Using resources, guided by standard operating procedures to maintain pre-determined stock level and security of stock; authorised signatory of small payments for purchase of assets or supplies
- The post holder will undertake retail and customer service activities within the unit to optimise and exceed sales targets, profitability and customer satisfaction in conjunction with the Retail Catering Manager
- Deliver new and innovative merchandising ideas to ensure customer satisfaction is achieved
- Manage cash and payment systems in accordance with the Trust procedures and policies
- Regularly review performance and sales data, analyse performance, and deliver performance recommendations to senior management
- Continually monitor visual merchandise displays, replacing and improving as required
- The post holder will coordinate with the team with the replenishment of items when stocks are low
- Develop strong product knowledge in order to be able to conduct staff briefings when introducing new ranges
- Follow the opening and closing procedures, including completing security checks, and ensuring the unit is aesthetically pleasing i.e. Clean floors, windows etc
- Use upselling skills and techniques to enhance sales performance

Responsibility for Human Resources

- Take responsibility for your own continuous professional development, participate in appropriate training activities and encourage and support staff development and training
- Be an effective member of the Divisional team and role model for other members of the team promoting a can-do attitude through a style of behaviour that is inclusive, open and participative
- Encourage innovation, flexible working, and staff involvement, through regular and effective communication, supporting monthly team briefing and liaison and building of relationships with staff at all levels
- Support the efforts to become a high performing team and to successfully deliver the objectives, including: resource allocation and review, determination of individuals tasks and work-streams, internal communications and individual development, performance review to ensure delivery of tasks and key milestones, and the motivation and inspiration of individuals to work as a team to deliver a shared goal
- Develop and implement a training plan to ensure all staff have completed mandatory and specialist training and are compliant with Trust standards
- Ensure that the contributions of all the team are valued and that all staff have equal opportunities

Responsibility for Supervision, Leadership and Management

- Manage the kitchen team to deliver a highly effective, quality, productive and responsive service within budget
- Oversee external contractors and bank staff working in catering services ensuring, supervision, training, quality outputs and control
- To ensure that all department procedures and work instructions are fully understood and practised by all employees
- Be an active manager and a positive role model and actively promote the Trust's vision strategic aims and values
- Work with members of the Trust and key stakeholders to develop and maintain a positive reputation for efficiency and operational responsiveness
- Provide a strong contribution towards the leadership of the catering service, supporting the management team in ensuring that all services are customer focussed, high in quality and effective, optimising utilisation of human, financial and other resources

Information Technology and Administrative Duties

- Prepare data and presentations to a high standard and support the development of option appraisals and the production of viable business cases for new service development proposals
- To attend all Health and Safety training courses as required
- Monitor health and safety activity and incidents for Catering Services and investigate specific accidents, untoward incidents, complaints and suggestions, maintain appropriate records and disseminating learning across the service
- Undertake administrative duties as required to support the function and provision of services, using computer-based software

- Supervise and assist in running support services, including ordering stock, delivering stock and input into the Catering IT systems such as Epos and Patient food ordering system
- Monitor all staff attendance and time management of hours through online platforms
- Assist in dealing with internal and external complaints, carry out investigations and implement corrective actions required. Report any health and safety incidents and implement corrective action
- Generate the HACCP paper work and monitor its effectiveness
- Adjust staff rotas to account for planned and unplanned absence
- Undertake administrative duties as required to support the function and provision of services, using a computer as necessary

Responsibility for Research and Development

- To promote and encourage sustainability initiatives within the Trust
 - Undertake catering audits and action any outcomes and to support and participate in the yearly PLACE assessment process
 - Undertake audits, reviews and surveys aimed at improving services and facilities
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PERSON SPECIFICATION

Attributes	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none"> • Nationally recognised management qualification e.g. NVQ level 4, ILM5 Level 5 or equivalent. • Or City & Guilds 706/3 In professional cookery/BTec/NEBBS • Advanced Food Hygiene Certificate • Evidence of CPD in Catering Services • Relevant management or supervisory experience in a catering environment 	<ul style="list-style-type: none"> • Experience working in NHS Catering Services
Knowledge and experience	<ul style="list-style-type: none"> • Excellent Business Skills • Excellent leadership skills • Successful progressive background in catering • Excellent communication skills. Ability to display a real passion for food and customer service to patients, staff & management. • Good computer knowledge and keyboard skills 	<ul style="list-style-type: none"> • Working within the NHS • Qualification in training and development • Eric/place/CQC experience. • Knowledge of the NHS Food Standards Update
Specific Skills	<ul style="list-style-type: none"> • Managing and supervising a large number of staff • Excellent organisational skills • Knowledge and understanding of menu planning & special dietary requirements 	<ul style="list-style-type: none"> • Working knowledge of Facilities Management Systems including, Menu Mark, MICAD, Datasym, Synbiotix and other systems relevant to the position

	<ul style="list-style-type: none"> • Experience in implementing practices and procedures • High level of experience in hospitality and function organising and planning • Experience of managing budgets • Ability to make judgements about new catering facilities or equipment which may involve analysis of a range of complex options 	
Requirements due to work environment/conditions	<ul style="list-style-type: none"> • Hot and cold working environments i.e. Kitchen rounds, walk in freezers/ chilled rooms, when inspecting food prep and storage areas • Resourceful, driven, can do attitude, personal integrity, open, inclusive leadership style • Highly motivated and works own initiative • Exemplary standards of personal and professional behaviour • Able to attend national meetings and conferences if required • Work outside of regular office hours and contributing to the Workplace on-call rota • Car driver/mobile. • Able to participate in the Workplace 24/7 Duty/On Call Rota 	
Physical skills	<ul style="list-style-type: none"> • The ability to undertake physical work lifting moderate loads, e.g. functions, patient provision requirements, staff files, display stands, moving kitchen equipment (on a daily basis) • Preparation of food to deadlines and food hygiene regulations. knife skills. 	

Physical effort	<ul style="list-style-type: none"> • Creating, developing and managing catering databases • Working daily on the computer • Standing for long periods
Emotional effort	<ul style="list-style-type: none"> • Sensitivity when dealing with patients, patients visitors and ward-based staff on a daily basis • To frequently have to deal with customers complaints or concerns with in the catering services • Occasionally required to deal with distressing, emotional or welfare issues of catering staff
Mental effort	<ul style="list-style-type: none"> • The ability to manage and defuse situations which could become confrontational • The ability to regularly switch tasks due to frequent interruptions • Concentration required whilst writing reports i.e. budgetary, audit, menus, costing, ordering, staffing • The ability to lead and support staff through any unusual trends (I.e. Major Incident, Norwalk epidemic, security issues, disturbing situations and major change)