

## **Job Description**

**Job Title: Retail Catering Chef**

**Band 4 (Non-AFC - £16.18 including of WTD)**

**Department: Facilities Management/Catering/Retail**

**Reports To: Retail Catering Manager**

**Accountable To: Head of Catering / Deputy Head of Catering**

### **Job Summary**

The chef role has overall responsibility for smooth operation of food production, presentation and service while maximising customers and patients appeal and exceeding Trusts, patients and customers' expectations in the restaurant and food outlets at Epsom and St Helier University Hospitals NHS Trust.

This role is expected to ensure that all policies and procedures are strictly adhered to in the day-to-day operation of food service to all customers and patients and to ensure that a high quality, food safety and cost-effective service are achieved at all times.

### **Main Responsibilities and Duties**

- To plan and write menus for theme days, special offers to provide adequate information to all customers and patients. Overall responsibility for ensuring that food and beverages are nutritious and appetising and the food must meet the hospital catering retail standards in conjunction with standard recipes via internal catering software, Saffron, which will enable you to edit the allergen information if a product is substituted used in the original recipe.
- You are required to attend the Food Safety and Food Allergen Management Training to be compliant with the Food Safety and Natasha' Law in food preparation environment.
- To supervises, encourage and support employees, ensures Trust standards are met. To direct the employees through their daily routines and interacts with customers to make sure that they have an exceptional experience.
- To act as quality control, ensuring customer satisfaction through training employees properly and adhering to Trust policy.
- To ensure food is correctly and safely prepared and stored, at the correct legal temperatures, in line with the HACCP regulations and to ensure compliance with all Food Safety requirements with corrective use of the COSHH procedures in a food preparation environment. Ensure food is prepared and stored correctly to

minimise waste. To understand and adhere to proper food handling, safety and sanitation standards during food preparation, service and clean up.

- To demonstrate excellent financial management skills through accurate menu costing.
- To organise, divide, and delegate/distribute workload into manageable activities, dependant on expertise/area of focus whilst tracking completion levels to usefully achieve the desired milestones.
- To motivate staff and communicate; able to create a team from a group of people, through decisions on pay, placement, promotion, and through communications with the team on various initiatives and focus areas.
- To support, train and manage all kitchen staff and set an example for delivering an efficient, quality and financially beneficial service for both the Trust and patients.
- To support chefs and restaurant staff through their daily routines and interact with customers to make sure that they have an exceptional experience and ensure Trust standards are met.
- To demonstrate a complete understanding of menu items and explain them to guests, patients or Trust staff accurately on request.
- To maintain safe and health work environment by following organisation standards and sanitation regulations.
- To ensure understanding of all allergen information is displayed and available to all customers for each product produced on site.
- Nutritionally evaluating meals and menus to offer balanced and varied options
- To ensure waste is regularly removed from areas and in the correct waste streams. To maintain vigilance for pests and report any non-conformance to the Manager.
- To keep equipment operating by following operating instructions; troubleshooting breakdown; maintaining supplies; performing preventive maintenance; logging faults, calling for repairs.
- To complete promptly and accurately due diligence sheets and other food safety documentation.
- To work closely and communicate effectively with all teams to provide an efficient and seamless service. To communicate in an engaging way, ensuring inspiring and motivating messages are conveyed across all colleagues.
- To ensure specified lines of communication are followed always, with attention to escalation and problem reporting.
- To carry out ad-hoc tasks and undertake additional duties in line with capabilities as required ensuring the hospital remains compliant and requirements needed by contract are fulfilled.
- To support catering department to achieve and improve on service delivery targets in line with agreed Performance Indicators.
- To be responsible for ensuring there are adequate staffing levels across the department in-line with contract specification and demand
- To ensure that all colleagues are trained in accordance with Trust requirements meeting both hard and soft needs.

- Effectively resource the team in line with business requirements and to take a proactive approach through business forecasting.
- To performance manage the team, ensuring there are appraisals completed for all team members with clear next steps.
- To use initiative to identify talented colleagues across their teams and site to ensure they are developed and supported through their career aspirations while building a pipeline of successors.
- To ensure that engagement action plans are brought to and kept alive across the entire team.
- To utilise the internal HR systems, people support services and guidance to promote best practice.
- To ensure that all payroll and absence management processes are effectively controlled to minimise disruptions and impacting on engagement levels.
- To ensure that kitchen staffs are aware of the standards required.
- To coach and develop their teams to be the best they can be at work enabling them to achieve their full potential.
- To attend all training and development courses in accordance with Trust requirements. To comply with standards as set up in the Trust procedures and through training delivered.
- To conduct the purchase, receiving, storage and stock controls of all lines demonstrating kitchen due-diligence.
- To contribute to the development of best practice within the department and ensure the department's philosophy of quality care and customer service is reflected in practice. To contribute to the team performance of the Catering Department to ensure the provision and maintenance of a high quality, cost effective service with the highest standards of cleanliness.
- To provide a great level of customer service to all patients, staff and various stakeholders.

#### **Health & Safety Responsibilities**

- To report any safety deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health & safety or the environment, incidents, near misses, ill health and environmental incidents to their manager and to take reasonable care for the health and safety of themselves and others.
- To use all work equipment and personal PPE properly and in accordance with training received.
- Report any issues or training needs to your line manager and/or via your divisional incident reporting system.

**I agree that this is a true reflection of my current role and responsibilities, however I understand that these may change in accordance with the needs of the service that the Trust is required to deliver. Any changes required will be discussed and agreed and the job description updated.**



**Post Holder**

**Singed..... Date.....**

**Manager**

**Signed..... Date.....**

**Date of review.....**

## Person Specification

Job Title: **Head Chef**

Department: **Facilities/Catering/Retail**

CRITERIA	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Strong level of spoken and written English and Maths</li> <li>• Intermediate knowledge level of all Microsoft Office packages. Fully competent in the use of PCs and other types of technology</li> <li>• Strong working knowledge of Food Safety (preferably certified), including full understanding of HACCP</li> <li>• Level 3 Food Safety or working towards</li> </ul>	<ul style="list-style-type: none"> <li>• Must be available to undertake mandatory training at short notice to comply with Food Safety</li> <li>• May be expected to go on short courses in particular topics, such as cooking special diets</li> </ul>
<b>KNOWLEDGE &amp; SKILLS</b>	<ul style="list-style-type: none"> <li>• Knowledgeable about allergens and cultural needs including for example gluten free, low fat, halal, vegetarian, vegan diet</li> <li>• Demonstrate strong financial acumen through correct menu planning and costing to deliver Trust finance expectations</li> <li>• Excellent verbal and written communication and people skills, strong negotiation skills to support them in their role.</li> <li>• Fully capable of understanding and maintaining the confidentiality across the site and respecting the needs of all stakeholders.</li> <li>• Works well under pressure to meet the challenging deadlines for both operational and people aspects of their roles.</li> <li>• Strong creativity skills with an ability to think beyond their processes and procedures with a passion for driving high standards within their environment.</li> <li>• Customer focused and excellent interaction skills with customers and team members</li> <li>• Set an example by being professional always and demonstrates product knowledge when enquiries are made</li> <li>• Can effectively plan and manage own workloads, however understands when to ask for support when needed</li> <li>• Upholds and reflects the vision and values of the Trust in all actions and behaviours</li> <li>• Ability to learn new skills</li> <li>• Excellent timekeeping</li> <li>• Excellent numeracy skills to understand principles of stocktake and stock control</li> </ul>	
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• <b>Minimum 2 years relevant experience</b></li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within a hospital environment</li> <li>• Experience of working within retail catering environment</li> </ul>
<b>DISPOSITION/PERSONALITY</b>	<ul style="list-style-type: none"> <li>• Committed to quality customer care and delivering exceptional customer service</li> <li>• Works safely and always gives due consideration for the safety of others and the environment</li> <li>• Energetic, enthusiastic and positive</li> </ul>	

	<ul style="list-style-type: none"> <li>• Open, supportive and loyal</li> <li>• Team Player who thrives on generating commitment and high performance, with the ability to lead and lead by example through operational excellence, strong interpersonal skills and the ability to interact at all levels</li> <li>• 'Can do' attitude, flexible approach and the ability to prioritise, excellent attention to detail</li> <li>• Able to demonstrate forward thinking and can flex their style to meet the needs of the business</li> <li>• Enthusiastic and conscientious</li> <li>• Diligent and committed</li> </ul>	
<b>OTHER</b>	<ul style="list-style-type: none"> <li>• Maintains a smart, professional and hygienic appearance</li> <li>• Maintains a good working relationship with NHS trust employees and hospital patients</li> <li>• Represents the Trust and the client always in a professional, courteous and confident manner</li> <li>• Prepared to work in a chilled environment and willing to work in hot, noisy conditions</li> <li>• Prepared to work mostly standing with manual handling &amp; some bending/stretching/heavy lifting is required</li> </ul>	