**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Head Chef</th>
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<tbody>
<tr>
<td>Department / Unit:</td>
<td>Commercial Services</td>
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<tr>
<td>Job type</td>
<td>Professional Services</td>
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<td>Grade:</td>
<td>RHUL 7</td>
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<td>Accountable to:</td>
<td>Food Production Manager</td>
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<tr>
<td>Accountable for:</td>
<td>Work of Sous Chef, Chef de Parties, Trainee Chefs and Kitchen Porters</td>
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**Purpose of the Post**
To hold full accountability for one of the colleges three Kitchens, responsible for all aspects of the food production, staff management, finance, administration and compliance. To manage the day to day kitchen activities in a professional, flexible and pro-active manner and to the highest of standards for the college, with the support and direction of the Food Production Manager.

**Key Tasks**

**Role Specifics**
- To be totally accountable for the complete management of the kitchen.
- Production of the menus are in line with menus and standards set and agreed with Food Production Manager.
- To Lead, Train, Coach your team to be passionate about great food prepared and served from the kitchen, ensuring that the taste and presentation delivers a wow factor for customers.
- To develop and cost new menus and promotions engaging with your team with new innovation and creativity, working within set deadlines.
- To work with the senior chefs at a higher level to improve and raise the culinary standards, reviewing processes across the whole campus.

**Day to Day Management**
- To fully manage the kitchen to produce and deliver quality food on the counter at the required times for counter/Banquet service.
- To coach and motivate your team ensuring feedback on performance is given whether good or bad.
- To prioritize to ensure important and urgent tasks are completed within their deadline and delegate where necessary.
- Monitor portion numbers, control food wastage on site and take appropriate action as required.
## Operational
- To develop new recipes and ensuring they are followed
- To take responsibility for forward planning and preparation to drive productivity to ensure Labour costs are kept on line with budget
- To liaise with other chefs to ensure effective communication is established and maintained so that innovative ideas are shared and benefits are widely spread.

## Financial
- Monitor the monthly trading account with the Food Production Manager to ensure that budgeted gross and net profits are achieved
- To purchase from College nominated suppliers, ensuring that all supplies are at the specified quality and not breaching purchasing policy
- To ensure appropriate stocks of food are maintained, controlled, secured and that stock takes are carried out in line with college procedures.
- To ensure Completed Food Production Sheets are checked against the sales report to ensure production v sales are in line

## Legislative/Compliance
- To comply with all H&S legislation and procedures including but not limited to College HACCP systems and COSHH regulations.
- Weekly Health and Hygiene Audits are completed and full report of actions to be completed sent to Executive Chef and Internal Environmental Health Officer
- To achieve the required standard in your Internal Health and Safety Audit completed by the Internal Environmental Health Officer
- To ensure all work and store areas and equipment under your control are clean, tidy, ensuring sound Health and Safety practices and comply with food safety, health and hygiene.
- To be responsible for your own Health and Safety and for those around you, demonstrating safe manual handling techniques at all times.
- To report and follow up on the maintenance of equipment to ensure the smooth running of the operation at all times
- To treat everyone fairly, working according to the principles of equal opportunity as outlined the Employee Handbook.

## Customer Focus
- To maintain positive and enthusiastic communication with customers, colleagues and managers within yours and other units.
- To understand your colleague's roles and responsibilities and co-operate with them with customer focus at the core of your actions.
- To promptly respond and resolve any complaints and inform Production Manager of any actions taken.
- Ensure that staff team meetings and staff one to ones are held on a regular basis, so that all company policies and procedures are communicated effectively
- Complete Staff PAR and follow up periodically through the year to ensure staff are completing their targets
- Identify the training needs of your staff and carry out relevant training for new procedures, methods of working or use of new equipment and cleaning products
- Maintain standards of performance and liaise with your line Manager on any disciplinary or grievance matters

### Administration

- To liaise with Conference and Outlet teams to ensure you and your team are fully briefed
- To complete food ordering for areas of the business that the kitchen caters for using the college nominated suppliers
- To ensure Kitchen, Staff and Health and Safety administration will be completed accurately either manually or using a computer within a timely fashion
- To organise and cost in advance the catering provisions for special functions as required by the client in conjunction with the Food Production Manager
- To review and write policies for your kitchen environment to review processes

### Demands of the Role

Ensure compliance with college policies and procedures:
- To be aware of College and Departmental Values and Objectives and support their achievement.
- To familiarize yourself with all college policies and procedures and to ensure they are being adhered to on a daily basis.
- To ensure that the correct financial procedures are followed as laid down by college finance.

Ensure the requirements of the Staff College Handbook are fulfilled at all times:
- To promote a smart and professional image of the College at all times especially when in front of customers including wearing the uniform issued to you and maintaining a high standard of personal hygiene.
- To be willing to work in excess of usual working hours when the balance of the company's work or allocated responsibilities requires this. We do not expect excessive working hours, rather we require flexibility when there is a clear benefit to the Organisation.
- To continuously seek to improve performance by learning and developing new skills and keeping up to date with latest developments in the sector.
- To be physically fit and healthy to be able to perform in this post.

### Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager. The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

### Internal and external relationships
The following list is not exhaustive but the post holder will be required to liaise with:

Front of house Manager and staff
Conference Team
Commercial Services Maintenance Team
Health and Safety Team
Student Union Representatives