



JOB DESCRIPTION

Job Title:	Head Chef
Department / Unit:	Commercial Services
Job type	Full time, Permanent - Professional Services
Grade:	RHUL 7
Accountable to:	Food Production Manager
Accountable for:	Work of Sous Chef, Chef de Parties, Trainee Chefs and Kitchen Porters
Purpose of the Post	
<p>To hold full accountability for one of the University's three Kitchens, responsible for all aspects of the food production, staff management, finance, administration, and compliance.</p> <p>To manage the day-to-day kitchen activities in a professional, flexible, and pro-active manner and to the highest of standards for the University, with the support and direction of the Food Production Manager</p>	
Key Tasks	
<p>Role Specifics</p> <ul style="list-style-type: none"> • Accountable for the complete management of the kitchen • Production of the menus are in line with standards set and agreed with Food Production Manager • To Lead, Train, Coach your team to be passionate about great food prepared and served • 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 to improve and raise the culinary standards ,reviewing processes across the whole campus • Monitor portion numbers, control food wastage on site and take appropriate action as required 	
<p>Operational</p> <ul style="list-style-type: none"> • To develop new recipes and ensuring they are followed to ensure Allergen and Nutritional data is not compromised. • To take responsibility for forward planning and preparation to drive productivity to ensure Labour costs are kept in 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 weekly to ensure that budgeted gross and net profits are achieved
- To purchase from University 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 University procedures.
- To ensure Completed Food Production Sheets are checked against the sales report to ensure production v sales are in line
- To ensure that the correct financial procedures are followed as laid down by University finance.

Legislative/Compliance

- To comply with all H&S legislation and procedures including but not limited to University HACCP systems and COSHH regulations.
- To complete a monthly audit of your area of control within the first 7 working days of each month sending report with actions to the Food Production Manager and Internal Environmental Health Officer
- To complete all actions raised in Health and Safety Audits 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 report and follow up on the maintenance of equipment to ensure the smooth running of the operation at all times

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 PDR 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
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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 University nominated suppliers

- 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 University policies and procedures:

- To be aware of University and Departmental Values and Objectives and support their achievement.
- To familiarize yourself with all University policies and procedures and to ensure they are being adhered to on a daily basis.

Ensure the requirements of the Staff University Handbook are fulfilled at all times:

- To promote a smart and professional image of the University 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 outside of usual working hours when the balance of the company's work or allocated responsibilities require this.
- To continuously seek to improve performance by learning and developing new skills and keeping up to date with latest developments in the sector.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by their 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

Person Specification:			
	Essential	Desirable	Tested By (App Form, Interview)
Qualifications			
• Educated to GCSE standard	X		App Form
• Food Safety (Level 4)	X		App Form
• HACCP (Food) Level 2	X		App Form
• Health and Safety (level 2)	X		App Form
Experience			
• experience working as a Head Chef in a similar or multi-site environment		X	App Form / Interview
• Experience of motivating and managing / supervising a team to deliver a high standard	X		App Form / Interview
• Experience of administration, Food Ordering, Stock Controls applicable to running a kitchen	X		App Form / Interview
Skills, Knowledge			
• Extensive and up to date knowledge of trends in food production and service	X		App Form / Interview
• A high degree of financial acumen and the ability to analyze financial data and drive the business forward	X		Interview / Trade Test
• Experience of writing Food Menus and developing them into the operation	X		App Form / Interview
• Knowledge of Allergens	X		App Form / Interview
• Excellent communication skills	X		App Form / Interview
• Demonstrable flair and innovation, with exceptional cooking skills	X		Practical Test
• Confident communicating with customers and colleagues in an engaging way	X		Interview
• Demonstrable commitment to equality, diversity, and inclusion	X		
Attitude			
• A genuine interest in delivering exceptional Customer service	X		Interview

<ul style="list-style-type: none"> • Open, approachable and participative management style with a commitment to staff development 	X		Interview / App Form
<ul style="list-style-type: none"> • Willing to undertake training as required 			Interview
Circumstances			
<ul style="list-style-type: none"> • Flexible approach to working hours including weekends and evening as necessary 	X		App Form
<ul style="list-style-type: none"> • Clean Driving License 		X	App Form