



JOB DESCRIPTION

Job Title:	Chef de Partie (Generic)
Department / Unit:	Department of Commercial Services
Job type	Full-Time, Permanent, Commercial Services
Grade:	RHUL 5
Accountable to:	Head Chef, Sous Chef
Accountable for:	Work of Trainee Chefs and Kitchen Porters
Purpose of the Post	
<p>The purpose of a Chef de Partie is to execute culinary tasks in a specific kitchen section while ensuring strict adherence to food safety regulations, health standards, and compliance measures. This role involves not only preparing and presenting high-quality dishes but also maintaining a clean, safe, and hygienic working environment. Additionally, the Chef de Partie is responsible for overseeing the implementation of compliance protocols, ensuring the kitchen operates within legal frameworks and follows established health and safety guidelines.</p>	
Key Tasks	
Role Specifics	
<ul style="list-style-type: none"> • Food Preparation & Cooking: Executing culinary tasks aligned with menus, ensuring taste and presentation meet high standards. • Supervision & Guidance: Overseeing kitchen operations, guiding apprentices/trainees, and collaborating with kitchen staff. • Quality Control: Ensuring food quality consistency during shifts and taking responsibility for the prepared food. • Operational Efficiency: Organizing workspaces efficiently, prioritizing tasks, and maintaining adherence to designated time frames. • Compliance & Safety: Adhering to H&S legislation, maintaining cleanliness, and ensuring compliance with food safety and hygiene standards. • Customer Interaction: Maintaining positive communication with customers, colleagues, and managers while addressing concerns effectively. • Administrative Tasks: Assisting in food ordering, ensuring accurate documentation completion, and complying with University procedures. • Training & Supervision: Providing guidance and training to kitchen staff on food handling, hygiene practices, and safety protocols. • Continuous Improvement: Seeking personal development, staying updated with industry trends, and contributing to skill enhancement. 	

Operational

- **Food Preparation:** Preparing ingredients, cooking dishes, and ensuring recipes are followed precisely for quality and consistency.
- **Section Supervision:** Overseeing a specific section of the kitchen, organizing tasks, and managing the workload effectively.
- **Team Coordination:** Collaborating with kitchen staff, assigning duties, and ensuring everyone works cohesively to meet service demands. To take responsibility for forward planning preparation as guided by line manager.
- **Quality Control:** Monitoring food quality, taste, and presentation to maintain high standards and rectifying any discrepancies. To ensure that all food produced by the recipe and has been tasted by yourself or counter tasted by a colleague, adjusting to correct levels prior to being delivered to the counter.
- **Inventory Management:** Ensuring stock levels are adequate, managing inventory, and minimizing waste through careful portion control.
- **Adherence to Procedures:** Following University health and safety regulations, maintaining cleanliness, and adhering to food safety standards.
- **Service Support:** Assisting during busy service periods, maintaining a calm demeanour, and addressing any issues that arise promptly.
- **Communication:** Interacting with colleagues, supervisors, and other kitchen staff to relay information effectively and ensure a smooth workflow. To liaise with other chefs to ensure effective communication is established and maintained so that innovative ideas are shared and benefits are widely spread.
- **Training and Guidance:** Providing support to junior staff, offering guidance on food preparation techniques, and promoting skill development.
- **Adaptability:** Being flexible to handle changing demands, adjusting to different kitchen environments, and multitasking effectively.

Financial

- **Inventory Management:** Monitoring and managing inventory levels for ingredients and supplies specific to their section. This involves ensuring stock levels are adequate, minimizing waste, and controlling costs by using ingredients efficiently.
- **Cost Control:** Adhering to portion control guidelines to minimize food wastage and control costs. They ensure that the dishes prepared meet portion specifications without excess waste.
- **Quality and Consistency:** Maintaining the quality and consistency of dishes within their section while being mindful of ingredient costs. They balance the use of high-quality ingredients with cost considerations to achieve profitability.
- **Menu Contribution:** Collaborating with the Head Chef or kitchen management team to contribute ideas for menu development that consider both cost-effectiveness and culinary excellence.
- **Waste Reduction:** Implementing strategies to reduce food wastage and control kitchen costs. This includes proper utilization of ingredients, minimizing overproduction, and ensuring proper storage to prevent spoilage.
- **Compliance and Record-keeping:** Ensuring accurate completion of necessary documentation, such as Food Production Sheets, inventory logs, and wastage reports, to track expenses and maintain compliance with financial procedures.

Food Development

- **Recipe Development and Refinement:** Collaborating with the Head Chef or kitchen management to create new recipes or refine existing ones. They experiment with ingredients, flavours, and presentation to enhance dishes and potentially introduce new menu items.
- **Menu Planning and Innovation:** Contributing ideas and suggestions for menu enhancements or seasonal variations. They may propose creative ways to update dishes, incorporate new trends, or adapt to changing culinary preferences while considering cost and availability of ingredients.
- **Ingredient Selection and Sourcing:** Assisting in the selection and sourcing of high-quality ingredients that align with the kitchen's culinary vision. They may research suppliers, assess ingredient quality, and recommend suitable substitutes or alternatives.
- **Tasting and Evaluation:** Participating in tastings to assess dishes and provide feedback on taste, presentation, and quality. They offer insights and suggestions for improvements to ensure consistency and excellence in food offerings.
- **Specialty Dish Creation:** Taking ownership of specific dishes or sections on the menu, showcasing culinary expertise in the preparation and presentation of specialized items or cuisines.
- **Adapting to Dietary Requirements:** Developing dishes or menu options that cater to specific dietary needs, such as gluten-free, vegan, or allergen-friendly alternatives, ensuring inclusivity in the menu offerings.
- **Training and Sharing Knowledge:** Mentoring and training junior kitchen staff on food preparation techniques, cooking methods, and presentation standards, sharing knowledge to maintain consistent quality across the team.
- **Collaboration and Communication:** Working closely with other chefs and kitchen team members to exchange ideas, share knowledge, and ensure a cohesive approach to food development and menu planning.

Legislative/Compliance

- **Health and Safety Compliance:** Ensuring adherence to health and safety regulations, including HACCP (Hazard Analysis and Critical Control Points) systems and COSHH (Control of Substances Hazardous to Health) regulations. This involves maintaining a safe working environment, implementing proper storage of hazardous substances, and following safety protocols to prevent accidents or injuries.
- **Hygiene Standards:** Guaranteeing cleanliness, tidiness, and compliance with food safety standards in work and storage areas. This involves regular cleaning routines, proper waste disposal, and maintaining hygiene protocols to prevent contamination and ensure food safety.
- **Personal Health and Safety:** Taking responsibility for personal health and safety and that of colleagues, demonstrating safe manual handling techniques, and following safety procedures at all times.
- **Equipment and Facility Maintenance:** Conducting regular inspections to ensure that all kitchen equipment, tools, and workspaces meet safety standards. Reporting any malfunctions or safety hazards promptly and ensuring necessary repairs or replacements are addressed.
- **Staff Training:** Training and supervising kitchen staff on proper food handling, hygiene practices, and safety procedures to ensure everyone follows compliance measures. To also complete all University Mandatory Training.

- **Incident Reporting:** Promptly responding to any safety hazards, accidents, or incidents within the kitchen, taking necessary actions to mitigate risks, and reporting incidents as required by established protocols.
- **Compliance with Policies and Procedures:** Being aware of and adhering to the policies and procedures of the University. This includes understanding and following financial procedures laid down by university finance.
- **Record-Keeping and Documentation:** Ensuring accurate completion of necessary documentation such as cleaning schedules, temperature records, kitchen control sheets, and other required compliance records.

Customer Focus

- **Quality Food Preparation:** Ensuring the preparation and presentation of dishes meet high-quality standards to meet or exceed customer expectations.
- **Consistency in Service:** Maintaining consistency in taste, presentation, and portion sizes to ensure customers receive the same high-quality experience consistently.
- **Positive Communication:** Maintaining positive and enthusiastic communication with customers during service, addressing inquiries or special requests courteously and professionally.
- **Understanding Customer Needs:** Being attentive and responsive to customer preferences and needs, adapting dishes or recommending alternatives as per their requirements.
- **Efficient Service Delivery:** Working effectively and efficiently to ensure timely delivery of food orders, especially during peak hours, to provide a seamless dining experience.
- **Addressing Complaints:** Handling customer complaints or issues promptly and professionally, involving management or relevant personnel when necessary to resolve concerns.
- **Team Collaboration:** Cooperating with colleagues to ensure a smooth and coordinated service, providing support when needed, and fostering a positive team atmosphere that contributes to customer satisfaction.
- **Maintaining Cleanliness and Presentation:** Ensuring the Kitchen area, when applicable, is clean, organized, and aesthetically pleasing, contributing to a positive atmosphere for customers.
- **Menu Knowledge:** Having in-depth knowledge of the menu offerings to provide accurate information and recommendations to customers, enhancing their overall dining experience.
- **Receiving and Implementing Feedback:** Being open to receiving feedback from customers and using it constructively to improve service and dish quality.

Administration

- **Documentation Management:** Ensuring accurate completion and maintenance of required documentation, including cleaning schedules, temperature records, kitchen control sheets, and other relevant paperwork as per organizational or regulatory requirements.
- **Ordering and Inventory Control:** Assisting in food ordering processes, managing inventory levels effectively, and keeping track of stock to avoid shortages or excesses, thus aiding in cost control.
- **Record-Keeping:** Maintaining comprehensive and organized records related to food production, wastage, inventory usage, and other essential kitchen-related data for reporting purposes.
- **Compliance with Policies:** Adhering to established organizational policies, procedures, and guidelines concerning administration, documentation, and kitchen operations.

- **Budget and Cost Management:** Assisting in controlling costs by monitoring expenses related to food production, wastage, and inventory, contributing to the financial health of the kitchen.
- **Technology Utilization:** Familiarity with using relevant software or systems for administrative tasks, such as inventory management software, scheduling tools, or other digital platforms for record-keeping and reporting purposes.
- **Communication and Coordination:** Collaborating effectively with other kitchen staff and management to ensure streamlined administrative processes and accurate information flow related to food preparation, ordering, and other administrative aspects.
- **Process Improvement:** Identifying potential areas for improvement in administrative workflows, suggesting and implementing solutions to enhance efficiency in documentation, ordering, or inventory management.

Demands of the Role

This Chef de Partie role combines strong compliance adherence, health and safety management, food development innovation, and quality control. The position requires proactive leadership, meticulous attention to detail, and effective communication to maintain operational excellence at Royal Holloway University.

- **Uphold University Values and Objectives:** Understand and endorse the values and objectives of the University and respective departments, actively supporting their accomplishment.
- **Familiarize with Policies and Procedures:** Acquaint yourself thoroughly with all University policies and procedures, ensuring their daily adherence.
- **Adherence to Financial Procedures:** Ensure strict adherence to the financial procedures specified by the University's finance department.
- **Maintain a Professional Image:** Ensure a professional and polished representation of the University, particularly in front of customers. This includes adhering to the issued uniform and upholding high standards of personal hygiene.
- **Flexibility in Working Hours:** Demonstrate flexibility to work beyond regular hours when necessary to maintain a balanced workload or fulfil allocated responsibilities. The emphasis is on balance and organizational benefit rather than excessive working hours.
- **Continuous Improvement:** Strive for performance enhancement by actively seeking opportunities to learn, develop new skills, and stay updated with the latest advancements in the field.
- **Physical Fitness:** Maintain physical fitness and health to effectively carry out responsibilities associated with this role.

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 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.



PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

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Department: Commercial Services

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
Good standards of education to GCSE level	X		Application Form
Hygiene including HACCP	X		Interview
Food Hygiene (minimum level 2)	X		Application Form
Health and Safety (minimum level 2)	X		Application Form
Food Hygiene (level 3)		X	Application Form
Health and Safety (level 3)		X	Application Form
Skills and Abilities			
Good command of reading, writing and numeracy	X		Practical Test
Passionate about Food and Innovation	X		Interview
An excellent knowledge of Food	X		Interview
Fire Safety Knowledge	X		Application Form
Demonstrable cooking skills	X		Practical Test
Confident communicating with customers and clients in an engaging way	X		Practical Test
Team player	X		Interview
Self-motivated	X		Interview
Experience			
Experience of working as a Trainee or Commis chef in a similar Client environment (i.e. blue chip, Universities etc)		X	Application Form
Other requirements			
Willing to undertake training as required	X		Application form / Interview
Flexible approach to working hours including weekends and evening as necessary	X		Application form / Interview