



Job Description

Job title:	Head Chef
Department/School:	Campus Services
Grade:	6
Location:	University of Bath

Job purpose

The post-holder will manage all kitchen operations, maintain a strong food safety culture, develop their staff, ensuring all staff comply with the service level agreements in their outlets of responsibility.

They will ensure that procedures regarding financial control, stock management, Food Safety, allergen management Health and Safety, HACCP and staffing are carried out within university guidelines.

Responsible for overseeing the kitchen day-to-day operations in their outlets of responsibility.

A core part of the role will be effectively collaborating and communicating with all back and front of house managers and team members to develop a more flexible and closely aligned Hospitality team.

The post holder must have the ability to communicate effectively, influence other and build/lead a committed team.

The post holder will ensure that their team adhere to the specific roles and responsibilities relevant to them that are included in the Food Safety Management System (FSMS).

Hours: 36.5 hours as contract - 5 days over 7 and hours to suit business needs.

Source and nature of management provided

Hospitality Operations Manager

Staff management responsibility

Direct staff management of Sous Chef, Chef de Parties and responsible for the overall management of the operational team in their areas

Special conditions

The role requires flexibility, availability, and willingness to work evenings and weekends as required by business needs

Main duties and responsibilities

Food safety

1. Oversee the operational application of the FSMS within their multiple outlets of responsibility, reporting any issues to their line manager.
2. Manage allocated food safety tasks, including effectively delegating and following up on any tasks as required, within agreed time frames.
3. To report and, where possible, take all necessary action, statutory and otherwise, in the event of food safety incident or other irregularities and complete the necessary return and/or report.
4. Oversee, through regular checking, the required due diligence records are accurate and authentic, highlighting any improvements required back to the team.

Customer focus

5. Maintain and monitor the agreed menu specifications for the different meal services, ensuring the

team is suitably trained and understand their responsibilities to deliver a high standard of food for every occasion. Suggest improvements/changes to their line manager.

6. Responsible for ensuring the CDPs and Sous Chefs are suitably training to actively handle any food allergen enquiries, achieving positive outcomes for the customer.
7. Ensure the timely provision of allergen specifications for each food service & event.

Finance

8. Responsible for menu development to achieve target GP%, establishing and communicating portion control: entering all costed recipes accurately into the stock management system, working in collaboration with other managers to avoid duplication.
9. Responsible for ensuring, in all outlets of their responsibility, accurate stocktakes, transfers, wastage records, purchases, goods receiving, reporting any supplier issues and/or anomalies are completed and investigated (when required) within agreed time frames.
10. Publish the proposed weekly rotas to ensure the business needs are being met whilst maintaining an acceptable labour cost percentage. This will be achieved by analysing the sales mix and utilising data from the rota system software and EPOS reports.
11. Responsible for identifying peak and troughs in the business, ensuring food preparation and production levels are closely aligned to expected levels of business.

Staff management

12. Responsible for holding regular meetings with direct reports and 1:2:1's, following up on any actions identified.
13. Ensure all SDPRs are completed, clear objectives set, and training needs are identified for the team
14. Recruit and retain high quality staff through robust selection processes, appropriate recognition and support development opportunities.
15. Responsible for identifying and booking any compliance/statutory training needs ensuring that all members of their team are performing to the required standard, delivery hands-on training to achieve a consistent and high standard of food production and presentation.
16. Manage staff in accordance with university policies and procedures, including performance, disciplinary and attendance concerns/matters. Completing formal investigations and chairing formal meetings as required
17. Use initiative to resolve operational and staff issues to meet service levels and requirements.

Marketing

18. Responsible for developing seasonal and themed menus and dishes in conjunction with the annual calendar of promotions and marketing plan.

Health & Safety / Environment

19. Take all necessary action, statutory and otherwise in the event of any accidents, incidents fire, theft, lost property, damage or other irregularities, including near misses.
20. Complete investigations for any reported incidents, liaising with University H&S Advisor as and when required.
21. Responsible for complying with all current Health and Safety legislation. Includes completing and reviewing all Risk Assessments, ensuring all reports have the correct PPE, and fire safety measures put in place by the University are adhered to.
22. Ensure all statutory audits (e.g. Food Safety, H&S, First Aid Box, Bin Store audits), are completed, and action plans are followed up.
23. Follow up on all assign tasks from audits completed by stakeholders.
24. Responsible for collating and maintaining manufacturer's instructions for all equipment used in their outlets. Ensuring the team operating the equipment are suitable trained in its operation and cleaning.
25. Responsible for ensuring that all COSHH information is relevant, complete and update.
26. Ensure that as part of your duties you minimise energy consumption e.g., water and electricity and maximise the recycling opportunities for waste by encouraging staff awareness of the impact of their actions on the environment.

Facilities

27. Responsible for ensuring their outlets have the correct equipment required for the successful running of the operation in their outlet in line with the service level agreements.
28. Responsible for ensuring all maintenance issues and equipment faults have been reported. Following up with their line manager for a progress report when required.
29. Responsible for resolving or escalating any actions from the structural audits for their outlets.

Communication

30. Ensure there are clear lines of communication between the front and back of house in their areas to improve the effectiveness of the day-to-day operations. Maintain a positive working environment whilst promoting a strong food safety culture.

31. Participate in Campus Services wide networks to deliver events/projects and to represent the Hospitality Department
32. Regular liaison with university departments including, for example, Sports to deliver successful events, finance/procurement, food safety manager, Security, health and safety and Student Living Operations

Equality, Diversity & Inclusion

33. Actively promote the E,D&I culture within the team.
34. Contribute towards any departmental actions supporting E,D&I objectives.
35. Responsible for the team's awareness of the food choices available for the various medical, religious or lifestyle needs of our customers

From time to time you may be asked to assist in the facilitation of CPD activities. This will form part of your substantive role and you will not receive additional payment for these activities. You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.

Person Specification

Criteria	Essential	Desirable	Assessed by		
			A/F	I/T	R
Qualifications					
Maths GCSE (grade C or above) or equivalent		✓		✓	
Educated to NVQ Level 3 or equivalent	✓		✓		
Management qualification		✓	✓		
Health & Safety Qualification– <i>to hold or obtain within 6 month probation period</i>	✓		✓		
Level 3 Award in Supervising Food Safety (or equivalent) – <i>to hold or obtain within 6 month probation period</i>	✓		✓		
Level 3 Award in Supervising HACCP		✓	✓		
Experience/Knowledge					
Excellent written and oral communication skills including the ability to write action plans	✓		✓	✓	
Significant experience as a hands-on chef able to demonstrate a high personal competency in all technical skills required to operate in a commercial kitchen and to consistently produce high quality food	✓		✓	✓	
Experience in leading and managing kitchen teams as a Head Chef or similar capacity	✓		✓	✓	
Previous experience and ability to directly provide hands-on informal training and development to individuals and kitchen teams	✓		✓	✓	
Previous experience in the financial control of kitchen operations	✓		✓	✓	
IT Literacy – MS Office	✓		✓	✓	
Experience in stock management	✓		✓	✓	
Experience of working with ISO 9001, 14001, 45001		✓	✓	✓	
Previous experience in successfully introducing, designing and developing menus and recipes	✓		✓	✓	
Attributes					
Excellent organisational skills - ability to plan own workload, manage multiple tasks and priorities and work in a high volume environment.	✓			✓	✓
Able to form effective working relationships with other team members, with the ability to lead and motivate.	✓			✓	✓
Able to empower others by delegating responsibility, whilst maintaining accountability.	✓			✓	✓
Ability to gain co-operation when faced with resistance by demonstrating an understanding of the views of others.	✓			✓	✓
Ability to adapt and effectively manage a changing environment and meet varied customer expectations	✓			✓	✓
Ability to seek ways to continuously improve, learn and innovate.	✓			✓	✓

Code: A/F - Application form, I - Interview, T – Test

Effective Behaviours Framework- Delivering the Experience

Campus Services has identified a set of effective behaviours or 'acts' which we value and have found to be consistent with high performance. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these 'acts' previously.

Striving for Excellence:

Planning and organising workloads to ensure that deadlines are met within resource constraints. Producing a high standard of work and consistently meeting objectives.

Providing Outstanding Service:

Willing and able to provide a professional, friendly and quality service to students, staff, commercial customers, visitors and suppliers. Displaying a positive 'can-do' attitude and tailoring the service to suit differing customer needs.

Problem Solving:

Able to remain calm under pressure and use initiative to overcome issues. Being proactive to ensure problems are not repeated and able to make suggestions on how we can improve.

Being Adaptable & Flexible:

Being open to new ideas and ways of working. Able to respond to shifting priorities and support colleagues when required.

Doing the Right Thing:

Being aware of how your behaviour impacts others. Showing respect and tolerance, being open and honest. Supporting environmental and fair-trade campaigns within **Campus Services**.

Caring:

Having a genuine desire to support others well-being. Being kind and compassionate to colleagues and customers.

Teamwork

Building effective working relationships. Working co-operatively with a wide range of inter- personal skills.

Developing self and others:

Showing commitment to own development. Seeking and accepting feedback.