

**EDGBASTON PARK HOTEL
AND CONFERENCE CENTRE**

J O B D E S C R I P T I O N

JOB TITLE	Head Chef
DEPARTMENT	Kitchen
RESPONSIBLE FOR WHICH OTHER POSTS	All chef and Kitchen Team positions
RESPONSIBLE TO	Head of Operations

Job Summary

Lead the Kitchen team operations across a multi-site environment, from budget to 5-star standards, to maximise profitability and to ensure superior service and product quality are maintained to Hotel standards.

Maximise the team's performance in order to deliver excellent guest service, and to follow the requirements of the legal and statutory regulators and ensure all kitchen staff are aware of its requirements.

Main Duties

Operational and Strategic Development

- Set out a five-year strategy for the kitchen team and food service and engage the team in its delivery with explicit links to KPI's.
- Measure and manage the performance of the team in a multi-site environment against agreed KPI's
- Ensure each outlet meets and exceeds Hotel Food GP budget
- Forecast revenues and costs weekly, and take corrective action when required
- Update and write menus in line with GP targets and guest expectation
- Write and deliver private and public dining menus in line with guest expectation and ensure each menu is appropriate for each market.
- Update and write Standard Operating Procedures in line with legal requirements and service delivery expectation. Ensure that any changes are communicated appropriately.
- Actively participate in the commercial strategy and meetings within the hotel to ensure all marketing and promotional activity is of the highest quality and within budget.
- Keep up to date with industry trends and innovations and advise on updates where appropriate
- Actively manage and promote change within the hotel and the department that supports the 5-year plan.
- Assist in the delivery of projects that support the 5-year plan for the hotel

Delivery of Food Service

- Manage multi-unit delivery of the food service across six sites/buildings with significant conference and banqueting business

- Through the management of the kitchen team, prepare quality food for service and to a quantity that is appropriate to sales levels.
- Monitor & control stock levels – daily, weekly and monthly - ensuring there are no shortfalls or over ordering
- Control wastage and record / report all wastage in accordance with agreed procedures
- Through the management and supervision of the kitchen team, ensure that: -
- only nominated suppliers are used and petty cash purchases are minimum to zero
- all invoices are sent to accounts after being processed
- Staff Food Policy is followed with no unauthorized food leaving the kitchen
- all dishes are produced to specification with no over portioning
- all stock is secure and no loss of stock
- stock rotation is followed and all store rooms/fridges and freezers are in order and clean
- food quality targets are met as measured through guest satisfaction
- all recipes and preparation requirements are met
- temperature, seasoning and flavours are to specification
- all food is presented for service in a timely manner and in correct sequence
- Ensure that the storage, preparation and delivery of food meets hotel and statutory health and safety requirements
- Deal with any customer returned food, resolving and responding to customer feedback in a professional and timely manner
- Ensure the kitchen team have a safe and secure environment to work in.
- Co-ordinate with reservations and conference teams to ensure that menus and special requests are handled appropriately.

Hotel Standards

- As measured through the monthly audit, deliver the company kitchen standards as identified on the compliance centre checks
- Ensure that all sub-standard food is returned with the appropriate paperwork and the supplier contacted, escalating supplier issues to senior managers where required.
- Ensure that all deliveries are signed and checked
- Ensure all payroll, invoicing and other associated financial tasks are completed in line with hotel requirements and expectation.
- Ensure all kitchen equipment is maintained and cleaned to hotel guidelines
- Implement and ensure the Hotel food HACCP file and Food Policy is met at all times – this includes the training of all kitchen staff
- Comply & implement all Health and Safety and Food Hygiene requirements
- Ensure temperature records and food labelling are maintained and up to date
- Ensure the kitchen is clean and hygienic, making sure cleaning rotas are adhered to and records kept
- Ensure all food is served to specification
- Ensure the kitchen uniform and personal hygiene requirements are adhered to
- Ensure the kitchen runs smoothly on a daily basis & is adequately stocked with all necessary goods

- Promote a positive perception of the company at all times both internally & externally
- Conduct safety audits and ensure recommendations are acted upon.
- Follow the hotels financial policies in all transactions, ensuring that suppliers are selected and paid strictly within these rules.

People Skills

- Ensure that all kitchen staff, across every site, are trained on dish specification and how to achieve food margins
- Ensure that all legal and statutory training is completed with the entire kitchen team and ensure compliance across every site.
- Identify recruitment needs with the Head of People, the CEO and Head of Operations and agree action plan in a timely manner
- Responsible for the recruitment and training of kitchen team members in line with Hotel and statutory requirements
- Identify training needs over the course of the 5-year plan and action accordingly
- Recruit a team that meet & exceed customer service standards
- Identify training needs and deliver training to drive sales and profits
- Deal with day to day personnel queries
- Conduct coaching and training in accordance with the 5-year plan and keep appropriate records
- Assist in the Performance review all kitchen staff on an ongoing basis
- Manage and control absence of the kitchen team in line with hotel policy

Leadership

- Lead by example, setting the pace and standards through impeccable personal standards of appearance, conduct and attendance
- Inspire and motivate the team to achieve food to specification and therefore achieve sales and profits
- Work the busiest 3 shifts of the week unless otherwise agreed with the Head of Operations
- Train and develop the team to deliver food to the highest specifications.
- Praise and recognise good performance
- Deal with poor performance through the company procedure
- Communicate a vision of success which the team want to be part of

General Requirements

- Build and maintain effective working relationships across the Hotel.
- Present a professional image of the Hotel to guests.
- Respond professionally and pro-actively to any guest queries.
- Actively support and demonstrate the Hotel culture and values.
- Adhere to all Hotel policies, procedures and processes.
- Comply with statutory requirements regarding the workplace such as employment law, health and safety, hygiene, fire prevention, GDPR etc.
- Act with integrity and in the interests of the Hotel at all times.

PERSON SPECIFICATION

Experience

- Substantial relevant senior (Sous or Head) chef operational experience, ideally within a hotel or conference and banqueting environment
- Proven 5-star EHO compliance, with excellent knowledge of HACCP, COSH and other regulatory guidance
- Evidence of ongoing development and progression within a company and kitchen brigade
- Experience of working volume Conference and Banqueting
- Experience of working with all levels of staff/management
- Experience of menu writing and implementation

Skills, Abilities and Knowledge

- Excellent understanding of allergen compliance and training
- Ability to write Kitchen SOP's
- Advanced Food Hygiene qualification is desirable, Intermediate Food Hygiene is essential
- Ability to understand and interpret policies and procedures
- Influencing and negotiating skills
- Competent IT skills
- Ability to work on own initiative
- Strong interpersonal skills and the ability to relate to staff at all levels of the organisation.
- Strong organisation and administrative management skills
- Ability to operate pragmatically
- Can deal with problems, challenges and opportunities
- Ability to work successfully in a team
- Ability to win confidence and cooperation at all levels
- Ability to prioritise workloads, meet deadlines

Qualifications

- A professional cookery qualification would be desirable, but not essential