**

**Hurtwood House School**

*Holmbury St Mary, Dorking, Surrey RH5 6NU*

Job Description & Person Specification

Chef Manager

March 2020

**JOB DESCRIPTION**

**Post:** Chef Manager

**Department:** Catering

**Responsible to:** Administrative Bursar

**Hours of work:** Minimum 40 hours per week. Hours will be worked on rotating shifts between the hours of 8.00am – 7.30pm during the week. Additionally, some later evening and weekend working will be required.

**Grade:** Competitive salary dependent on skills and experience

**Overall purpose of the post:**

To lead the catering team across the School’s services and events. To be hands on and enable the team in the delivery of high-quality homemade food. This post will have full responsibility for all aspects of catering including maintaining the high standards, health & safety, allergen management and motivating the catering staff to achieve their targets.

**General**

1. To manage the delivery of first-class food production and customer service to all customers of the catering department, recognising minimum key areas:
   1. Meals for students and staff (three meals per day, seven days per week)
   2. All events and hospitality
   3. The catering requirements for any commercial hospitality and events
   4. Any other catering required by the School
2. To ensure that best industry practice is adopted across the department.
3. To liaise with customers and respond positively to constructive feedback.
4. To promote exceptional standards of customer service, ensuring that all services operate in a friendly, smooth and efficient manner.
5. To introduce new food and service innovations on a regular basis including promotions and special days.
6. To ensure presence at all high-profile functions or when requested by the School’s Senior Management Team.
7. To ensure high standards of catering are achieved for all commercial events in line with department expectations.
8. To work closely with the Senior Management Team to keep all commercial catering innovative and in line with current developments / trends.
9. To prepare and agree an Annual Business Plan inclusive of a detailed Annual Budget. To be reported on monthly.

**People Management**

1. To manage the team to ensure that food and menus are innovative and challenge the skills of the team.
2. To delegate tasks appropriately and efficiently to get the best out of the team.
3. To ensure the required support to complete service successfully is covered by the team.
4. To ensure there is adequate staff cover for all service times, including hospitality events and key calendar dates such as First Day of School Year, Scholarship weekends and show catering.
5. To prepare job descriptions for each role in the catering department.
6. To take an active role in the resourcing of the department including the recruitment of new staff when required by the department.
7. To manage the catering payroll ensuring that an effective record system is in place and that payments are accurate, timely and within budget.
8. To ensure that a comprehensive annual training plan is in place for all staff and that that plan is implemented. Personnel files to be updated accordingly.
9. To measure the effectiveness of team members using the School’s appraisal scheme and ensure it is used for staff on an annual basis.
10. To produce a comprehensive succession plan so developing the onsite catering team and encouraging promotion from within.

**Safety**

1. Periodically review the School’s food safety and allergen policy; ensuring these are fully implemented across the catering areas of the school.
2. To ensure that the School’s health and safety policy is implemented in full; attending health and safety meetings is an expectation of this role.
3. To ensure all employed staff are appropriately vetted, and that the School’s recruitment and employment policies are followed.
4. To ensure the School’s Discipline and Capability policy is implemented as appropriate and to take corrective action with staff as required.

**Financial Management**

1. To co-ordinate all internal and external requests for food and beverages ensuring that best value for money is offered to customers.
2. Ensure the catering department operates at maximum efficiency, within budgetary targets to deliver the required level of service, at all times.
3. Ensure financial best practice to be in place such as recipe costings and price benchmarking
4. Carry out the payroll function of the department to ensure accurate and timely information is sent to the Administrative Bursar
5. Ensure all invoices and requests for payment are approved and sent to the Finance Department in a timely manner. Any discrepancies must be investigated and rectified prior to submission for payment.
6. Ensure the School’s purchasing procedures are followed and the correct approval and authorisation for expenditure has been sought prior to placement of orders.
7. Ensure correct billing of School and Event Department functions.

**Additional Duties**

1. To undertake personal training and development as appropriate and keep apprised of developments in hospitality.
2. To review training with members of staff and carry out appropriate training as required.
3. To ensure customer complaints are properly investigated and reported, and any issues rectified at the earliest opportunity.
4. To lead termly meetings to discuss new ideas.
5. To take every opportunity to discuss ideas with customers and the catering team and obtain constructive feedback.
6. To attend any relevant training sessions including but not limited to Chef skills and equipment to ensure that you are fully equipped to perform your role effectively.
7. To work with the School’s appointed third-party advisors.
8. To maintain a positive attitude to ongoing change.
9. To carry out other duties as may be reasonably requested from time to time by the Headmaster, SMT, Administrative Bursar and/or the Domestic Bursar, and all Staff.

All staff at Hurtwood House School are required to observe all relevant Health and Safety, Safeguarding, Equality and Data Protection legislation and procedures.

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All successful applicants will be required to undergo checks with the Disclosure and Barring Service. The post holder will be required to take care to safeguard their own safety and that of others with whom they work and to cooperate with those designated with responsibility for health and safety.

**Note: This job description is not a comprehensive definition of the post and the post holder will be expected to undertake any other tasks commensurate with the duties and responsibilities of the post. The job description will be reviewed as part of the cycle of appraisal, and it may be subject to modification or amendment at any time after consultation with the post holder.**

**Person Specification**

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| **Criteria** | **Essential** | **Desirable** | **Assessment** |
| **Experience** | * Substantial current experience in a large scale, high quality food production and catering operation with the ability to demonstrate successful change management or that you have successfully developed and maintained excellent standards * A passion for producing high quality, fresh food and delivering excellent customer service * Hospitality and entertaining experience on a comparable scale to Hurtwood House School * Food safety management systems * Producing special meals for those with allergies and intolerances | * Carrying out a similar role within a school environment * Multi-site catering experience, delivered on a daily basis through teams * Commercial catering experience in VIP events or weddings | Application  Interview |
| **Qualifications** | * HND in Hospitality or equivalent level training * Catering Level 3 Award in Food Safety * Full driving licence * Health and Safety Qualifications | * Degree or equivalent in a relevant subject * First Aid Qualification | Application  Interview |
| **Specialist Knowledge** | * Relevant health and safety legislation * Excellent levels of food preparation and cooking skills * Record keeping for all elements of the service * Menu planning * Catering for functions/events * Allergen and tolerance awareness |  | Interview  Testing |
| **Personal Skills** | * Excellent interpersonal skills * Excellent written and oral communication skills * Excellent customer service skills * Excellent organisational skills and a proven ability to manage and supervise teams * Ability to follow tasks through to completion * Proficient ICT skills particularly in the use of Microsoft Excel, Outlook and Word * To work collaboratively with colleagues, knowing when to seek help and advice * The ability to explain tasks simply and clearly |  | Application  Interview  References |
| **Personal Attributes / Competencies** | * The ability to prioritise effectively and manage a busy diary and varied workload to meet demands and deadlines * Smart and professional appearance at all times * Eye for detail ensuring the highest level of service at all times * Commitment to ongoing professional development * A commitment to safeguarding and protecting children and young people * Open to others ideas and feedback * Able to work flexibly to meet the requirements of the post, including evening and weekend working |  | Application  Interview  References |