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Job Information pack
HEAD CHEF

Our values

The post holder will be expected to operate in line with our organisational values which are;

- **Value the Individual** – Respect others, ourselves and the people we work with in all that we do
- **Giving of our best** – Showing commitment in our work and to enable young people
- **Caring Deeply** – Have a passion for the work we carry out
- **Providing Creative Solutions** – Show innovation in the approaches we take in supporting young people
- **Communicate authentically and truthfully** – Show openness in our dealings and approaches to people

Title: Head Chef

Reports to: Head of Hotels and Accommodation
Executive Chef

Background

As Head Chef you will work in our Beach Hotel kitchen in Minehead leading a team of kitchen apprentices to provide an excellent catering service to our customers. You will work with our Executive Chef and Head of Hotels and Accommodation to ensure standards are achieved and internal operations are performed in an effective and efficient manner.

Purpose

As Head Chef, you will our Beach Hotel kitchen function to achieve the highest standards of food production. Responsibility is for the creation and maintenance of a strong and customer-focused, performance driven quality culture with focus upon culinary excellence and cleanliness in the workplace. You will work within an agreed budget and will have responsibility for the efficient running of the department striving to improve quality standards, profitability, staff development and retention. The ability to demonstrate effective and co-operative team working with colleagues at all levels is also a prime requirement of the role.

Responsible for:

Co-ordinate the distribution of tasks amongst kitchen team to ensure that work progresses as it should within the time available.

In cooperation with the Executive Chef prepare all menus and check customer satisfaction levels by exercising a presence in the restaurant at meal times.

To provide a polite and courteous service to all visitors to the Beach Hotel.

To provide training and support to a team of apprentices.

Main responsibilities

Overall

- To ensure that production is correctly executed and that products comply with technical sheets;
- To ensure the quality levels of products and services;
- To manage kitchen staff including training, motivating and structuring the team;
- To ensure a good working atmosphere;
- To provide rigorous management: controlling raw material stocks, especially in terms of their cost, ordering food from suppliers and ensuring food is of the right quality.

Business Awareness

- To be fully aware of budgeted and actual departmental financial targets, including gross profits (food), stock levels and departmental profits.
- To produce and update business forecasts for your department where required.
- To control and monitor payroll costs by allocating labour resources in line with forecasted and actual business levels, through productivity ratios and payroll management.
- To be fully aware of and control departmental operating costs in line with forecasted business levels.
- To be fully aware of and assist with purchasing in department.
- To assist with ensuring food profit and other related targets for your departments are exceeded.

Specific Job Accountabilities

- To ensure all stocks are stored and rotated correctly in line with Food Safety requirements, following company policy to meet statutory legislation. This to include recording temperature checks of food commodities.
- To assist in ensuring the profitability of food operations and Gross Profit management. This to include carrying out food stock-takes as required.
- To follow all procedures and processes for food and beverage controls to meet company requirements.
- To cost menus as required.
- To assist with maintaining and improvement of departmental operating standards.

Growing the Business

- In conjunction with the Executive Chef, positively approach sales opportunities in order to maximise sales revenue and exceed budgeted sales targets for the department.
- To assist with and suggest promotional opportunities to enhance departmental sales to meet and exceed budget. This to include planning, implementation and review of food promotions.
- To keep all department team members sales focused.

People Management

- To lead and motivate team members to create a team environment which promotes good employee morale and ensures a high level of commitment and pride in the hotel.
- To maintain effective communication within your team by holding regular briefing sessions and attending hotel meetings when required.
- To supervise work of junior Chefs and kitchen staff, including their use of dangerous equipment.
- To be responsible for ensuring departmental training is carried out to the standard required.
- To carry out quality planned training and development in a systematic and professional way in order to meet the needs of the business and assist in individual team members personal development. To ensure training is recorded for all team members following the Company Induction Programme.
- To assist with the compilation of the kitchen Training Plan to meet the hotel business objectives and develop team members.
- To assist with carrying out performance reviews for team members following company guidelines.
- To assist with the setting of clear objectives for departmental team members, linked with the hotel's Business Plan.
- To assist with the recruitment of new departmental team members up to supervisory level, in line with the Recruitment Policy.
- To continuously coach and counsel colleagues.
- To participate with reviewing training in meeting objectives.
- To assist with ensuring unacceptable behaviour and performance is corrected, in line with the company disciplinary procedures, where this forms part of your responsibilities.

Controlling the Environment

- To supervise the department to ensure effective operation on a day to day basis whilst maintaining company standards consistently, with attention to detail. This to include ensuring shift controls and procedures are adhered to.
- To assist with creating and updating standards manuals and cleaning schedules.
- To implement action on Hygiene Audits in order to enhance the environment and achieve positive consistent results.

Health and Safety

- In carrying out this role you have a duty (under Health and Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes managing a safe and secure environment for people who use our services.

- This duty includes checking that any person entering YMCA Dulverton Group property has a right to do so and their visit is recorded in accordance with YMCA Dulverton Group procedures.

General

- To maintain and develop up-to-date professional knowledge and skills through training, reading and other such activities and to incorporate the same into practice.
- Work across the organisation to build a learning culture and positive working environment.
- To maintain and demonstrate a commitment to YMCA Dulverton Group's Vision, Values and strategic aims and objectives and ensure all activities reflect the values of YMCA Dulverton Group.
- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the Health and Safety Policy.
- Complying with YMCA Dulverton Group's GDPR, confidentiality and information security policies at all times.
- Provide general operational support to the Head of Hotels and Accommodation and Executive Chef as requested.
- Provide quality service to Beach Hotel customers in all assigned tasks while upholding the company's values at all times.
- To take overall responsibility for management of staff within team, ensuring best practice in recruitment, induction, supervision and support, performance management, training and development.
- To keep yourself informed of the hotel's goals and objectives and those of other departments, maximising the role you play in delivering the hotel budgeted targets.
- To operate I.T. systems in line with company standards where required.
- To assist with ensuring the department actively maintains and supports Investors in People procedures and practices in order to ensure re-recognition.
- To attend training when required.
- To be fully aware of and strictly adhere to Fire, Bomb and Health and Safety procedures.
- To adhere to all security procedures laid down by the hotel and company.
- To be fully aware of and comply with hotel and company rules and regulations as identified in the team member handbook.
- To undertake such other duties and responsibilities reasonably consistent with the role of Head Chef.

YMCA Dulverton Group is committed to the protection and safeguarding of children and adults at risk and promoting their welfare. The YMCA Dulverton Group, therefore, expects all staff and volunteers to share this commitment.

This post is subject to an enhanced level DBS Disclosure in respect of the Adults/Children's Workforce.

Person Specification

Qualifications and Experience

- Experience of working in a professional kitchen.
- Experience of running own section.
- Relevant cookery qualification at minimum level 3 NVQ, but preferably post graduate qualification in cookery.
- Relevant food safety qualification.
- Experience of undertaking risk assessments/health and safety checks within kitchen environment.
- Significant previous experience of managing a team in a similar environment.

Knowledge, Skills, Abilities

- A creative interest in food and cookery.
- The ability to adapt your cooking style to your local environment.
- Using the Microsoft 365 environment.
- The ability to manage a profit centre.
- To ability to manage a team.
- Self-control.
- Organisation and thoroughness
- Good relationship skills
- Teaching skills.
- The ability to work under pressure and make quick decisions.
- High standards of cleanliness and hygiene.
- Ability to organise and plan your own work and that of others.
- Leadership and management skills.
- Ability to maintain good records and administration.
- Physical and mental resilience with the ability to cope in a hot and busy kitchen.
- Ability to deal calmly with unexpected situations and crises.
- Excellent verbal, written and interpersonal skills.
- Able to work on own initiative and as part of a team.
- Willingness to promote access and inclusion.
- Ability to work to Key Performance Indicators.
- Commitment to personal professional development.

Personal Qualities

- Commitment to YMCA Dulverton Group's Values.
- Self-motivated with ability to manage own workload and work with minimal Supervision.
- Team player, with ability to build relationships with a wide variety of Stakeholders.
- Ability to prioritise and manage conflicting demands.
- Demonstrates resilience, motivation and commitment to driving up standards of work.
- Takes personal responsibility and accountability and able to make well informed balanced decisions taking account of risk.

- Demonstrates a proactive approach taking responsibility for areas of work and finding solutions.
- Anticipates need for change, proactively introducing systems to bring about improvements in effectiveness and efficiency.
- Is adaptable to change/embraces and welcomes change.

Other requirements

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- This post is subject to an enhanced level DBS Disclosure in respect of the Adults/Children's Workforce.
- This candidate must be committed to equality and diversity in the workplace.
- May be required to attend occasional evening meetings.
- Have a driving licence and access to a car.

Main terms of employment

- Salary:** £34,000 per annum
- Location:** The Beach Hotel, Minehead
Requirement to work from other sites as and when required
- Hours:** 40 per week to include evenings and weekends
- Holidays:** 28 days per year, plus bank holidays.
- Pension:** On completion of a six-month probation period, YMCA Dulverton Group will make a contribution of 3% of salary.
- Benefits:** Health and wellbeing of our staff is important to us. We offer a range of benefits including a Health Cash Plan, Employee Assistance, discounted childcare, free night's stay in one of our hotels per year.