



JOB DESCRIPTION Lead Chef

Revised: February 2021

Main job purpose: Deliver food and beverage services to The Yurt Café and Foundation's guests, clients and visitors to the highest standards of quality and timeliness. Ensure that this is achieved within budget and that waste is minimised. Plan and organise the resources necessary to meet these requirements, including effective management of staff rosters and to ensure a positive customer experience across all areas of the operation.

Reports to: Operations Director

Responsible for: Kitchen Team

Usual place of work: The Royal Foundation of St Katharine (RFSK), 2 Butcher Row, London. E14 8DS.

Work perimeters: 40 hours per week. Days per week are dependent on business patterns. The role is in an Hospitality and Events environment hence early, morning, evening and weekend work is integral to the role.

Relevance: This document reflects the job content at the time of writing and will be subject to periodic change in the light of changing operational and environmental requirements. Such changes will be discussed with the jobholder and the job description will be amended accordingly.

Key areas of Responsibility:

Support of charitable objectives

- Learn and be able to effectively demonstrate a comprehensive knowledge of The Royal Foundation of St Katharine, including but not limited to:
 - Charitable objectives delivered through Worship, Hospitality and Service
 - Working ethos.
 - Commercial objectives and budgets

Food & Beverage Standards and Production

- Establish, communicate and manage standards across the Main Kitchen, The Yurt Café Kitchen, The Yurt Café and Dining Room operation to ensure a positive customer experience is achieved on a daily basis. Where standards fall short take corrective action, as required.
- Work with the Operations Director, other internal stakeholders and relevant third parties to plan menus and food production relevant to operational requirements.
- Produce menus, recipe and dish costings as required and work with clients on production of menus for periodic events in conjunction with the Chef Supervisor. Ensure that they are produced in line with budgets and any margin requirements.
- Plan for and order food, beverage (where relevant) and other consumables on a timely basis in conjunction with the Chef Supervisor ensuring effective cost management and stock control is achieved
- Set and maintain food and beverage (where relevant) offer, presentation and service appropriate to the marketplace and community.
- Regularly review the F&B products on offer and provide new ideas and suggestions.

People Management

- Provide leadership and motivate the Kitchen team to achieve high standards through establishing clear expectations of performance and take action to bring performance back in line where it is required.
- Recruit, develop and retain in liaison with the Operations Director the best available talent to the operation and provide coaching, training and constructive feedback on a regular basis to help maximise its potential.
- Plan and roster team resources effectively to meet the needs of the operation and to maintain its standards. Agree and communicate rosters to the team on a timely basis.
- Ensure that absence is managed effectively whether it be planned or unplanned in order to minimise its impact on operational performance. Monitor adherence to signing in and signing out protocols and manage any non-compliance issues effectively.
- Supply the Finance Department and HR Advisor with the necessary employee attendance data required on a monthly basis to ensure that employees are paid accurately and on time.
- Drive and encourage a climate in which innovation and creativity are encouraged and qualified new ideas are implemented and rewarded.
- Identify training needs which will benefit the provision of the F&B services and participate in delivery training.
- Ensure staff are trained in the correct use of equipment and menu changes.
- Set duty roster to ensure appropriate staffing levels for the daily operation and events.
- Participate in the annual performance reviews, target setting and relevant remedial action in line with RFSK employee performance system.
- Attend and participate in Weekly Management meetings.

Customer Service

- Monitor customer satisfaction and contribute to the ongoing development of the F&B Offer
- Manage complaints in an appropriate and professional manner in order to achieve customer satisfaction.
- Carry out post event evaluations with relevant internal stakeholders to review performance. Identify and make improvements. Engage with relevant clients to elicit their feedback with the view to improving the Foundation's customer experience in future.

Business Management

- Manage all the administration relating to the ordering and control of product and consumables. Ensure that any delivery discrepancies are reported to the supplier and recorded with the necessary follow up action being taken. Ensure that all relevant paperwork relating to product and consumable ordering is processed in accordance with Foundation procedures and/ or filed as required.
- Maintain effective stock control.
- Manage consumption within budget.
- Work with the Operations Director to maximise seasonal events.
- Minimise waste.
- Ensure all financial transactions are completed in line with policy.
- Administer the kitchen effectively.
- Change management.

Food Hygiene and Safety

- Ensure that Food Hygiene, Risk Assessment, Health and Safety and Food Allergen standards are complied with, necessary processes implemented, and appropriate records kept of any risks and issues identified. Work with the Chef Supervisor and Operations Director and others to mitigate any risks and issues in a timely manner and record what action is taken, as required.
- Ensure all Covid Secure risk assessments and safe working practices are implemented and followed.
- Ensure the statutory training and the professional accreditations for the Kitchen team are current and up to date.
- Organise relevant training where required to ensure the teams can perform their duties without interruption.
- Maintain high standards of hygiene and cleanliness ensuring the kitchen remains a hygienic and pleasant environment at all times.
- Ensure food production equipment is maintained in good working order.

People, communication and interaction

- Represent RFSK in person and via all media in a manner and style reflecting The Foundation's ethos and core values.
- Attend and represent RFSK at events including but not limited to professional, corporate, charity, community and social events
- Work collaboratively with colleagues to achieve effective outcomes for RFSK.

Environment, Health & Safety and Security

- Succeed always in minimising waste.
- Follow carefully the RFSK Ethos on being environmentally friendly.
- Ensure safe working practices in accordance with the correct policy and procedure.
- Properly handle and account for keys.
- Maintain full knowledgeable of policies regarding emergency procedures and security.
- Report all H&S issues and refurbishment requirements to the RFSK Health and Safety Committee and follow up on it.
- Adhere to the RFSK H&S procedures and show an active interest in these procedures by highlighting and rectifying issues.
- Attend all Health and Safety training as instructed by the Operations Director and the HR Advisor.

Professional / Personal Skills and Experience

- Holds the professional and statutory qualifications required for the role to at least a Level 3 NVQ/SVQ standard. Preferable but not essential.
- Experience of planning rosters in a 365/24/7 operation.
- Efficient and highly organised, responsive, with a sense of urgency and follows through on commitments. Meets deadlines and pays attention to detail.
- Highly professional, well presented and customer focused; is an excellent team player with a 'can do' mentality.
- Excellent communicator; successfully motivates a team and manages performance effectively.
- Is calm and maintains focus when under pressure and operates effectively in a fast-paced working environment.

- Excellent at prioritising, showing initiative and adjusting priorities as the operation requires.
- Collaborative and is effective at providing instruction and training to less experienced employees and constructive feedback where it is required.
- Manages routine processes and procedures effectively. Strives for continuous improvement and is solution focused.
- Computer literate and has experience of and a high level of competence in using MS Office. Some experience of using stock management software would be ideal.
- Able to work evenings and weekends where required as the Foundation is a 365/24/7 operation.

I have read and fully understand all the contents of this job description and understand that a signed copy will be kept on my personal file.

Signed:

Printed name:

Date: