



Job title	Kitchen Manager/Head Chef	Job family and level	O&F Level 3-B
School/ Department	Catering Services	Location	University Park/ Jubilee Campus

Purpose of role

To manage the day-to-day activity and associated areas of a unit kitchen, responsible for ensuring a consistent, high quality service delivery within a devolved budget.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	To prepare and cook a wide range of high volume meals for a diverse mix of customers and events. To provide the highest quality of courtesy and care to all customers ensuring the highest service quality in support of the student experience. To manage adherence to the departments Food Safety Management System (HACCP) ensuring all relevant documentation is completed accurately.	50%
2	To manage and organise the operations of a food service unit, providing comprehensive food production delivered through a variety of service arrangements. Identifying resources required to ensure high quality and consistent service provision. Responsible for all front counter service and associated functions within the dining area.	20%
3	Responsible for ensuring cleanliness and care of all areas of work and the equipment and reporting maintenance requirements.	10%
4	To manage service delivery and associated functions including, stock management, monthly budget figures, wage costs and wastage, to drive the area to meet its targets. Continually reviewing procedures to identify opportunities for product and service improvements in areas of responsibility. To liaise closely with the Operation Manager regarding delivery of conference meals.	10%
5	To be fully conversant with and competent to use all systems and equipment relevant to area of work. Including software such as Kinetix, Vanquish, Word, Excel, purchase card/e-solutions and others as required.	3%
6	To successfully manage adherence to Health and Safety regulations, University, Hospitality and external, standards, policies, procedures and codes of practice.	3%
7	Undertaking and utilising training and development to enhance working skills and knowledge of self and team, to improve service delivery.	2%
8	Any other duties appropriate to the grade and role of the person appointed.	2%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Actively seeks to develop self ▪ Adaptable ▪ Attention to detail ▪ Seeks explanations and solutions ▪ Concentrates attention and activity on customer ▪ Effective communicator ▪ Ability to work in a team 	<ul style="list-style-type: none"> ▪ Work under pressure and on own initiative ▪ Leadership skills
Knowledge and experience	<ul style="list-style-type: none"> ▪ Substantial knowledge of HACCP procedures ▪ Excellent cooking skills ▪ Substantial experience gained in a similar environment or busy large scale operations e.g. contract catering, hotels ▪ Substantial experience of stock purchase and control ▪ Experience of all aspects of staff management ▪ Experience of training staff ▪ Experience of dealing with customers ▪ Some knowledge of Microsoft Office products especially Word, Excel and Outlook 	
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ 706 1/2 or NVQ 1 & 2 ▪ Level 2 Food Hygiene ▪ Excellent level of numeracy and literacy 	



The University strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women's careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.
- Taking ownership** Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as H&S, EDI and other considerations.
- Forward thinking** Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
- Professional pride** Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
- Always inclusive** Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others

