

Job Title: Head Chef	
Reports To: Registered Manager (RM) or their designated representative.	Reporting to Job Holder: Chef and Food Assistant(s)
Overall Purpose: To lead and manage the Centre's catering function to deliver a high standard of catering services to internal and external customers. To contribute to the continuous improvement and development of catering services to meet the needs of current and prospective customers. To keep up to date with developments in the field of nutrition for older people and those living with conditions and disabilities which impact their dietary, nutritional and hydration needs. To work in partnership with residents, families, care and nursing colleagues to ensure the service provided meets all regulatory requirements and is in line with best practice.	
Principle Accountabilities: Planning and Organising <ul style="list-style-type: none">• To plan menus which take account of the varying nutritional, hydration and dietary needs of the Centre's customers and which reflect customer demand and preference.• To prepare, cook and present high quality, appetising and nutritionally balanced meals incorporating, customers and colleagues' cultural and dietary needs and ensure that food is ready for service at the correct times.• To understand the requirements of providing food and beverages to customers living with services which are regulated by CQC.• To ensure that the catering team contribute to and take responsibility for their role in providing excellent quality food and beverages, which meet a diverse range of needs.• When appropriate become involved in the development of specific meal plans in partnership with care, nursing and external experts such as Speech and Language Therapists and Dietitians.• To produce costed meal and refreshment options for events taking place at the Centre.• To manage all aspects of food stock, including purchases, stock control, waste management, portion control in order to meet food cost targets in line with agreed budgets.• To monitor the quality of fresh, canned and dry produce, ensuring that it meets customers' needs.• To ensure that staffing resources are planned, managed and deployed at all times in order to deliver safe and high quality catering services within the Centre.• To contribute to the recruitment, retention and development of suitably skilled, experienced and competent catering colleagues to meet service needs.• To assist the RM in the preparation of costed business plans for the Centre.• To participate in the Centre's quality assurance programme and in particular undertake regular evaluations of the quality of the catering services provided to customers.• To ensure the effective implementation of Ben's policies and procedures.	

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- To contribute to the maintenance of the Centre's management information systems.
- To maintain clear and accurate records regarding goods received food production, temperature checks and food delivery times to all areas within the Centre.
- To ensure that effective reporting procedures are maintained with the Registered Manager (RM).

Business Focus

- To comply with current Fire, Health & Safety at Work, Safe Food Handling, Environmental Health and associated legislation by ensuring that Ben's policies and procedures are implemented within the catering function and that safe procedures and practices are carried out at all times, following appropriate reporting arrangements as required.
- To work within Care Quality Commission (CQC) required standards at all times.
- To implement current infection control guidelines to minimise risk to customers, visitors and Ben.
- To ensure that all catering equipment is working safely and is compliant with manufacturer's guidelines for operation, reporting any failures to the RM or their designated representative.
- To maintain cleaning rotas and ensure they are implemented throughout the food production area.
- To participate in the investigations of incidents and complaints concerning catering services as directed by the RM or their designated representative.
- To ensure compliance with Ben's Safeguarding guidelines and reporting procedures.
- To ensure compliance with Ben's protocols and requirements on maintaining confidentiality.

Communication

- To ensure all communications and interactions with customers, relatives and other stakeholders is effective, sensitive and professional.
- To communicate and engage with the catering team to ensure they are fully informed about matters which affect their day to day work and practice and develop their knowledge and understanding of Ben as an organisation.
- To communicate effectively with care and nursing colleagues to ensure that individual customer needs are being met and reviewed as appropriate.
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Budgetary Control

- To contribute to the development of annual budget proposals for catering services.
- To regularly monitor and manage allocated budgets ensuring that it remains within agreed financial limits.
- To maintain clear and accurate records regarding the handling of cash receipts for colleague and visitor meals, where required.
- To identify opportunities for costs efficiencies within allocated budget whilst maintaining the quality of service delivery.

Managing Performance

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- To promote and maintain a positive and inclusive leadership and management culture which motivates, involves and engages catering team colleagues.
- To maintain a culture of performance and service excellence within catering services.
- To ensure the effective leadership, management, coaching and development of catering team colleagues including the consistent application of the performance review process.
- To regularly assess and evaluate the quality and effectiveness of catering services provided to customers and develop service/standards improvement plans to enhance the customer experience and agree with the RM or their designated representative. To implement any agreed service/standard improvement plan within catering services.

Stakeholder Relationships

- To represent Ben and the local Centre in a positive manner.

Achieving Customer Service Excellence

- To ensure the delivery of high quality and consistent food and catering services to customers, visitors to the Centre and colleagues, ensuring that nutritious and appetising food options are available at all times.
- To recognise customers' individual rights to dignity, privacy, choice and confidentiality.

Additional Duties

- To attend meetings and training sessions as required to support continuous learning and development and performance improvement.
- To undertake ad hoc projects as required by the RM or their designated representative.
- To undertake any other duties specified from time to time by the RM or their designated representative.

Deliverables – Key Measures:

Planning and Organising

- To ensure the provision of a high quality and cost effective catering service to customers at the Centre which delivers a variety of appetising food options produced to the highest standards of food hygiene and which maintains customer choice in meeting their nutritional needs.
- To conduct regular audits and participate in quality assurance programmes to evaluate the standard of catering services provided to customers in order to ensure a high standard of service delivery is maintained.
- Excellent catering and food hygiene standards and practices are maintained at all times.

Business Focus

- All catering facilities and equipment is maintained to high standards of hygiene to ensure that catering products delivered are safe and minimise the risk of harm to customers and colleagues.
- Effective recording systems are developed and implemented to monitor the storage, handling and use of catering supplies to minimise the risk of harm to customers and colleagues.

- A safe working environment within catering services is maintained at all times.
- To ensure that all aspects of the regulatory and organisational policy/procedure frameworks are met to support decision made and that they are of least risk.

Communication

- Customers, relatives and other stakeholders are engaged in a professional and appropriate manner ensuring the Centre is viewed in a positive way.
- All Ben information is communicated accurately and on time so that the catering team are knowledgeable about matters that affect their day to day working lives and about the wider organisation.

Budgetary Control

- Catering services are managed to agreed budget.
- Accurate records and accounts are maintained for payments received from colleagues and visitors for food and beverages provided.
- Catering services expenditure is regularly reviewed and cost efficiencies are identified, agreed with the RM or their designated representative and implemented.

Managing Performance

- To meet Key Performance Indicators (KPI's) for catering services delivered within the Centre.
- Agreed service/quality improvements are delivered within agreed timescales.
- Deliver activities to engage with catering team colleagues' and gain their contribution to improving the catering services delivered to customers and to improve their working environment and experience.
- Issues with colleagues' performance within the catering services team are avoided or managed by ensuring that performance review or other appropriate management processes are initiated and followed.

Stakeholder Relationships

- Stakeholders experience professional and helpful interactions with Ben colleagues.

Achieving Customer Service Excellence

- Feedback from customers about the quality of catering services provided within the Centre is positive and that customer' expectations have been met or exceeded.

Additional Duties

- Accept ad hoc projects as required by the RM or their designated representative.

PRIDE values

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To embody and deliver the role of Head Chef in line with our values:-

Passionate
Respectful
Inclusive
Driven
Empowered

Experience required:

Experience of managing a Kitchen in a commercial or not for profit organisation or a catering operation.

Experience of developing varied and appropriate menus.

Experience of managing portion and stock control and wastage.

Experience of monitoring a budget and ensuring value for money.

Experience of effectively leading, managing and motivating a staff team to deliver high quality catering services to customers .

Experience of implementing food safety and EHO Regulations within a catering operation.

Experience of planning and preparing food and beverages for older people, those living with dementia and other conditions and/or living with disability who require specific dietary plans and/or modified food/beverages.

Technical Knowledge:

Apprenticeship standards level 3 Senior Chef production cooking (or equivalent qualification) or qualified by experience.

Working knowledge and understanding of HCAAP and food hygiene regulations and procedures.

Sound knowledge of Health & Safety requirements and its application in a catering operation.

Other significant role requirements:

Demonstrate the Core Behavioural Competencies (see Behavioural Competencies document).

Able to demonstrate a high standard of cooking skill.

Able to demonstrate a customer focused approach to service provision.

Able to deal with a range of customers sensitively and with consideration at all times and in a manner that respects their dignity, independence and choice.

Ability to prioritise, work under pressure and meet deadlines.

Ability to maintain all aspects of confidentiality and to comply with all legislative requirements in

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Lynwood Court, Lynwood Village
Rise Road, Ascot, Berkshire SL5 0FG

Tel 01344 298 100
Helpline 08081 311 333

www.ben.org.uk



relation to customers and colleagues.
Literacy and numeracy skills to read and understand procedures, produce reports and other documents and undertake routine as well as more complex administration tasks accurately.
Effective negotiating skills.

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