

Job Title: Chef de Partie	
Reports To: Head Chef/Second Chef	Reporting to Job Holder: Commis Chef & Food Assistants as required
<p>Overall Purpose:</p> <p>To assist the Head Chef/ Second Chef to provide high quality, resident focused catering services to residents, colleagues and visitors. To contribute to the continuous improvement and development of the catering service to meet the evolving needs of all current and prospect residents.</p>	
<p>Principle Accountabilities:</p> <p><u>Planning and organising</u></p> <ul style="list-style-type: none"> • To assist the Head Chef/Second Chef in the planning of cost-efficient menus for all catering operations which demonstrate flair, imagination and a commercial awareness and which takes account of the varying nutritional and dietary needs of residents as well as resident feedback and demand. • To prepare, cook and present high quality, innovative and creative cuisine for residents incorporating their cultural and dietary needs. • To understand the requirements of providing food and beverages to residents living with services which are regulated by the Care Quality Commission (CGC) contribute to and take responsibility for providing excellent quality food and beverages, which meet a diverse range of needs. • To assist in maintaining appropriate staffing resource levels are maintained within the Kitchen to support the delivery of safe and high-quality catering services. • To assist in the effective management of all aspects of food stock, including, stock control, waste management and portion control. • To contribute to the implementation of quality assurance programmes for catering services as required by the Head Chef/ Second Chef. • To comply with Ben's policies and procedures always. • To contribute to the maintenance of management information systems within catering services which comply with legislative requirements on confidentiality, accuracy, access to and the safe and secure storage of identifiable personal data. <p>To maintain effective reporting procedures with Head Chef/Second Chef</p> <p><u>Business focus</u></p> <ul style="list-style-type: none"> • To comply with current Fire, Health & Safety at Work, Environmental Health and associated legislation by observing Ben's policies and procedures and carrying out safe procedures and practices at all times, following appropriate reporting arrangements as required • To comply with food safety and hygiene systems, procedures and practices within food production areas in line with Ben's requirements and participate in regular food safety and hygiene audits in liaison with the Head Chef/Second Chef. • To work within the required Care Quality Commission (CQC) standards at all times. 	

- To follow current infection control guidelines within the service to minimise risk to residents, visitors and Ben.
- To follow cleaning schedules to ensure that all kitchen, fridge, service and storage spaces, are cleaned to a high standard.
- To operate kitchen equipment safely reporting any failures to the Head Chef/ Second Chef and Facilities Management services.
- To participate in the investigations of incidents and complaints concerning the service as directed by the Head Chef/Second Chef.
- To identify and report any incidents of alleged or known abuse by or to any resident, complying with Ben's Safeguarding guidelines and reporting procedures.
- To comply with Ben's protocols and requirements on maintaining confidentiality.

Communication

- To ensure all communications and interactions with residents and colleagues is effective, sensitive and professional.
- To assist in the effective communication with catering team colleagues to ensure they are fully informed about matters which affect their day to day work and practice.

Managing performance

- To provide effective leadership, management, coaching and development of catering team colleagues including the consistent application of the performance review process.
- To support the maintenance of a performance and service excellence culture within the service.
- To participate in the assessment and evaluation of the quality and effectiveness of catering services provided to residents and contribute to the development and implementation of service/standard improvement plans to enhance the resident experience as required.

Stakeholder relationships

- To represent Ben in a positive manner with current and prospective residents and other stakeholders.

Achieving resident service excellence

- To support the delivery of consistent, high quality catering services to all residents ensuring an experience which often exceeds expectations.
- To recognise individual rights to dignity, privacy and choice.
- To value and support diversity and equality of opportunity for our residents and colleagues.

Additional duties

- To attend meetings and training sessions as required to support continuous learning and development and performance improvement.
- To undertake any other duties specified from time to time by the Head Chef/Second Chef

This job description is not intended to be an exhaustive list of responsibilities and will be regularly reviewed and amended as necessary after consultation.

Deliverables – Key Measures:

Planning and organising

- To contribute to the provision of a high quality and cost-effective catering service to residents, Colleagues and Visitors which delivers a variety of appetising food options produced to the highest standards of food hygiene and which maintains resident choice in meeting their nutritional needs.
- To participate in regular audits and quality assurance programmes to evaluate the standard of catering services provided to residents in order to ensure a high standard of service delivery is maintained.

Business focus

- To assist in the effective reporting, assessment, management and recording of Health, Safety, infection control and environmental risks in respect of the kitchen and catering services activities.
- To contribute to the consistent maintenance of excellent catering, food safety and hygiene standards and practices and effectively recorded within catering services to ensure that catering products delivered are safe and minimise the risk of harm to residents.
- To ensure that all aspects of the regulatory and organisational policy/procedure frameworks are met.
- Safeguarding issues are identified and reported in a timely manner and in line with legislative and organisational requirements.

Communication

- Residents, colleagues and other stakeholders are engaged in a professional and appropriate manner ensuring catering services and the Village/Centre is viewed in a positive way.
- To assist in the accurate and timely communication of information to team colleagues so that they are knowledgeable about matters that affect their day to day work.

Managing performance

- To contribute to meeting Key Performance Indicators (KPI' s) for catering services delivered within the Village/Centre.
- To support the delivery of agreed service/quality improvements within agreed timescales.

Stakeholder relationships

- Stakeholders experience professional and helpful interactions with Ben colleagues.

Achieving resident service excellence

- Feedback from residents about the quality of catering services provided within the Village/Centre is positive and that resident expectations have been met or exceeded.
- Residents and colleagues experience a positive and engaging environment where they are treated with respect and their differing needs are recognised, valued and responded to appropriately.

Additional duties

- Accept ad hoc tasks/duties as required.

PRIDE values

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

Passionate

Respectful

Inclusive

Driven

Empowered

Experience required:

- Experience of working as a Chef or similar position in a Kitchen in a commercial or not for profit organisation or a catering operation.
- Experience of complying with systems and procedures for effective food safety and EHO requirements within a catering operation.
- Experience of working effectively within a resident orientated service.

Technical Knowledge:

- HNC Level qualification in professional cookery or equivalent qualification is desirable.
- Knowledge of HCAAP and food hygiene regulations and procedures.
- Awareness of Health & Safety requirements and their application in of a busy kitchen environment.
- Intermediate food hygiene certificate is desirable.

Other significant role requirements:

- Demonstrate the Core Behaviours for the role.
- Able to demonstrate a resident focused approach to service provision.
- Able to deal with a range of residents sensitively and with consideration at all times and in a manner, that respects their dignity, independence and choice.
- Ability to develop varied and appropriate menus.
- Ability to prioritise, work under pressure and meet deadlines.
- Ability to maintain all aspects of confidentiality and to comply with all legislative requirements in relation to residents and colleagues.
- Literacy and numeracy skills to read and understand procedures, produce reports and other documents and undertake routine administration tasks accurately.
- Able to demonstrate a commitment to diversity and the achievement of equality of opportunity in both employment and service delivery.

Date updated: 07/09/22