



Job Description

Job Title: Head Chef/ Cook
Accountable to: Catering & Hospitality Manager
Location: Belong

JOB PURPOSE

Responsible for all aspects of the catering operation within the village from supporting the catering and hospitality manager to create and develop attractive menus, to the effective management and control of food budgets, the post holder will lead a small catering team to ensure nutritious and well balance meals are provided for residents and will support the front of house manager to deliver catering services to customers using the village function suites, including managing the day to day operation of a continental style Bistro.

KEY OBJECTIVES

- To develop and maintain effective and efficient systems and procedures to ensure the successful, smooth and safe operation of the catering service.
- To plan and produce imaginative, good value, quality food to customer requirements.
- To lead, supervise and support the development of a highly skilled, motivated and customer focused catering team.
- To achieve income and contribution targets for the village's catering services.
- To ensure that the provision of catering services meets national and organisational standards and are delivered in a style and manner that upholds the core values of Belong.

Service Delivery

- Develop recipes for the households and menus for the Bistro, promotions, corporate and private functions which take into account nutritional value, presentation, individual dietary needs and preferences.
- Prepare and cook food, ensuring a consistent high quality of service to households, Bistro, corporate meetings and private functions is maintained.
- Develop and implement appropriate service standards for the Bistro and ensure these are maintained.
- Implement and monitor health, safety and food hygiene procedures for all aspects of the catering operation to ensure compliance with Environmental Health and Health & Safety regulations in accordance with Belong policies and procedures.
- Deliver a catering service that is in accordance with agreed organisational standards.
- Respond to and resolve customer service requests and complaints in a timely manner and within agreed procedures and timescales.

Management & Administration

- Ensure the safe and efficient delivery of the catering service by supervising and organising the team, including preparing and maintaining weekly rotas and team cover for holidays, sickness or training.
- Prepare and process orders for all food, beverages and non-food items required, ensuring adequate supplies are maintained and stock is controlled and wastage minimised.
- Manage budgets for food and beverage purchases, non-food materials, equipment maintenance and renewal within approved suppliers and financial procedures.
- Receive deliveries of stock, ensuring that all stocks are delivered as specified in accordance with the standard specification and that any damaged stock and incorrect items are reported and returned in accordance with procedures.
- Ensure that all food and beverage sales are recorded accurately on the till to ensure effective reporting and that opening, closing and cashing up procedures are followed in accordance with procedures.
- Carry out daily environmental and equipment safety checks within the main kitchen and Bistro area and report any maintenance required and faulty equipment.
- In accordance with the organisations policies and procedures carry out audits of food preparation and storage areas within the households and village function suites and advise and report on areas for improvement to ensure compliance.

- Maintain appropriate records for the catering team of quality audits and individual training and performance reviews for inspection.

Team Leadership & Participation

- Contribute to the development and implementation of appropriate service quality standards for the households, Bistro and village function suites..
- Contribute to ensuring the health, safety, comfort and wellbeing of customers by reporting any concerns to the appropriate member of the team.
- In conjunction with the catering and hospitality manager, review the profitability and popularity of dishes on the menu and make changes and improvements where applicable in consultation with customers and team members..
- Participate in the drafting of promotions and menus for all special events and functions in conjunction with the hospitality & catering manager, Front of House Manager, and other members of the Belong team.
- Develop good working relationships with customers, team members and other outside visiting agencies.
- Contribute to the development of the wider team by providing coaching and guidance in safe storage, preparation and cooking methods.
- Ensure the involvement of all members of the catering team in the development of maintenance of a quality service by arranging regular team meetings and individual performance development reviews and appraisals .
- Undertake any other reasonable tasks associated with the head chef function as directed.

Learning & Development

- Contribute to the development of the wider team by providing coaching and guidance in safe storage, preparation and cooking methods.
- Plan and deliver appropriate induction to new members of the catering team.
- Attend and participate in team meetings and personal performance development reviews.
- Undertake learning and development activities that have a legal or organisational requirement to maintain competence and enhance the service provided to customers.
- Ensure the appropriate catering skills and knowledge of team members is maintained and that best practice is promoted and new and more effective ways of working explored, developed and embraced within the team to enhance the customer experience.



PERSON SPECIFICATION – Head Chef / Cook

FACTORS	ESSENTIAL	DESIRABLE
<p>Special Qualities/Personal Attributes</p>	<ol style="list-style-type: none"> 1. Passionate about delivering a quality catering service and in delighting customers. 2. Attention to detail in all areas of the catering service. 3. Creative and imaginative culinary flare. 4. Flexible 'can do' attitude that put's the customer's needs first. 5. Inspires confidence and trust that encourages others to follow their lead. 6. Reputation for being reliable and honest. 7. Self motivated and willing to learn and to support the development of others. 8. Diplomatic and sensitive handling of socially awkward situations. 9. Willingness to travel to other business locations. 	
<p>Skills and Abilities</p>	<ol style="list-style-type: none"> 10. Numeric skills to be able to control stocks. 11. Literacy skills to be able to follow procedures. 12. Basic computer skills to be able to process kitchen orders. 13. Ability to operate commercial catering equipment. 14. Ability to influence others to follow a particular action or adhere to a specific policy/procedure. 15. Ability to engage with customers and to respond appropriately and professionally. 16. Ability to remain calm under pressure and to create and maintain a relaxed atmosphere within the Bistro and during corporate and private functions. 17. Ability to smooth over or diffuse difficult situation with customers and/or team members. 18. Ability to multi-task and prioritise own and others work to meet the customers requirements and service standards. 	<ol style="list-style-type: none"> 19. Business skills to be able generate income through catering services. 20. Ability to drive to other business locations.

<p>Previous Experience</p>	<p>21. Catering for large numbers e.g. more than 80. 22. At least 2 years experience of supervising a small catering team in a similar environment. 23. Processing food orders, stock control and responsibility for monitoring and maintaining expenditure in line with budgets. 24. Constructing risk assessments and putting in place safe systems of work. 25. Carrying out audits to check compliance with quality and safety standards.</p>	<p>26. Providing training in aspects of catering and food preparation. 27. Experience of delivering a catering service for older people or people with a physical, cognitive or sensory disability.</p>
<p>Qualifications / Knowledge</p>	<p>28. Basic Food Hygiene Certificate. 29. NVQ 3 in Professional Cooking. 30. Understanding of Health & Safety regulations, COSHH and Hazard Analysis.</p>	<p>31. Intermediate Food Hygiene Certificate. 32. First Aid Certificate. 33. An understanding of the catering needs and special requirements of older people or people with a physical, cognitive or sensory.</p>



Catering & Hospitality Team

Information Pack

Contents:

1. The role and how this supports the delivery of Belongs Vision.
2. The recruitment, selection and induction Process.
3. The job description.
4. The person specification, outlining the criteria for selection.
5. The methods that will be used assess candidate's suitability.
5. The Belong values in action.
6. The application form.
7. The equal opportunities monitoring form.

1. About the role

Belongs vision seeks to meet the needs and aspirations of our customers by supporting older people to live their lives through the creation of unique village communities. It sets out to deliver this through the development and delivery of bespoke packages of care and support, wherever the older person chooses to live, whether this is in their existing home within the community that Belong serves or within one of our village schemes. A Belong customer therefore may be someone we support 'at home,' in one of the village apartments, or in one of the village's specialist care households.

To ensure that we deliver on our vision, Belong has adopted a multi-skilled and team focused staffing model that relies on individuals and teams being flexible and responsive to the changing needs of our customers. This can only be truly achieved when demarcation of team member's roles is at a minimum. The building of relationships both with the older person and their family is of great importance in being able to provide appropriate care and support and this is promoted, through the role of Support Worker as a Belong Life Style Companion. The multi-skilling of team members ensures that disruptions to our customer's lives are kept to a minimum, with a friendly, caring and familiar faces tending to all the persons needs, wherever they live. This approach will help to reduce the need for many people to provide different aspects of care and support which can lead to increased stress, anxiety and confusion, particularly, for a person who is living with dementia. Therefore selecting people who are flexible and adaptable and willing to lend a helping hand in any situation is advantageous.

The Catering and Hospitality Team make a valuable contribution to the services Belong provides to the community by ensuring that customers enjoy high quality catering services within village facilities that are well maintained, attractively presented, clean and safe. The specialist care household environment is small scale and domestic in appearance and the kitchen is very much seen as the heart of the home and enables meals and meal times to reflect the needs and wishes of the residents who live within them. Everyone using our care and support services has a personal life plan that specifies their catering needs and preferences together with the help that they require.

The Catering & Hospitality Manager has responsibility for all aspects of the catering operation across the villages and provides training and guidance to teams on menu planning, food preparation, cooking, kitchen safety and hygiene to ensure the health, safety and wellbeing of all our customers and team members.

The village continental style bistro and function suites are busy places and make for a vibrant community and members of the Catering and Hospitality Team have the privilege of observing the most important occasions in peoples lives. Our Head Chef and Cooks are responsible for ensuring the smooth day to day running of the Kitchen and catering services within the village and most importantly for producing food that is delicious as well as nutritious and attractively presented. Good food and hospitality is the glue that holds a successful event or the special occasions together. Our Catering Assistants are responsible for looking after customers visiting the Bistro and for serving guests attending corporate or private events within one of the function suites. Whether it is an intimate dinner for two in the Bistro, a gathering of friends and family for Sunday lunch, afternoon tea, a working lunch time meeting or a large scale celebration party in the village Venue, the Catering and Hospitality Team work closely with the Front of House Team to ensure our customers feel they have been well looked after and leave happy to return, confident that their experience next time will be just as pleasurable and memorable.

The Catering and Hospitality Team will also ensure that the support required is delivered in a manner and style that complies with organisations standards and legislative requirements and they will do this by continually interpreting and modeling the actions and behaviours that underpin our values and approach to supporting our customers to other members of the Belong team.

This is truly a wonderful opportunity to contribute to the development of a unique, innovative service to the community. So, if you have a passion to serve older people, are flexible in your approach to work and that kindness, common sense, an eye for detail and a 'can do' attitude are your greatest qualities we'd love for you to apply! In return for your commitment to providing the best service to our customers, Belong will ensure that you receive the support; training opportunities and the level of responsibility and accountability that you will need to deliver on your objectives and enjoy what is a satisfying, flexible, creative and rewarding role.

2. The Recruitment, Selection, Induction and Probation Process

Recruitment Session

Belong seeks to attract people who value older people and can demonstrate this through their attitude and behaviours. A core value of Belong, is that we 'take the lead from our customer'. Job descriptions and person specifications have been drawn up in consultation with our customers, and our selection process designed to ensure that older people and those that represent their interests, as relatives, friends and professional carers are fully involved in the selection of new team members.

All short-listed candidates will therefore need to be prepared to attend for a full day at one of our Belong Village schemes. The selection day provides candidates with the opportunity to view our facilities and meet with residents, relatives, other caring members of the Belong Community. Candidates invited to attend for the day, will receive a presentation on the purpose and values which underpin the design and operation of this awarding winning development for older people. The day also enables members of the selection panel to gain insight into each candidate as 'a person' and provides the opportunity for candidates to find out more about Belong and to come to a decision on whether this is the role they have been looking for!

The success of all applications will therefore be determined by the feedback we receive from the members of the selection panel, so prior to the selection day, candidates are advised to have given some thought as to what they feel they can bring to the role and how they feel they can personally contribute to supporting the Belong team to deliver on the Belong Vision, Strategy and Underpinning Values.

Employment Checks

The selection panel's decision to offer a candidate employment with Belong will be subject to the candidate satisfying the necessary employment checks. Successful candidates will therefore be required to return to their prospective Belong Village base within a week of being notified of their conditional offer of employment, and to bring with them the necessary information that is required for us to obtain a satisfactory Enhanced Criminal Records Bureau Check, References and Medical Clearance.

Induction and Probation

Confirmation of employment for all new members of the Belong Team will also be subject to satisfactory completion of a probationary period. Newly appointed team members are therefore required to attend in full, and satisfy the performance standards required of them during their induction programme. The induction and probationary period should be seen by new team members as an opportunity to demonstrate their potential for fulfilling their role.