

## **JOB DESCRIPTION**

### **JOB DETAILS**

JOB TITLE:	Head Chef
HOURS:	Various
REPORTING TO:	Hospitality Services Manager

### **JOB SUMMARY**

Reporting to the Hospitality Service Manager, the Head Chef is responsible for ensuring high quality of food service and meal preparation within the home.

The Head Chef will lead and manage the catering team working closely with the other service teams ensuring the highest service standards are achieved.

### **JOB SPECIFIC RESPONSIBILITIES**

#### **Leadership and Management**

- Overall responsibility for catering services within the home.
- Support the Hotel Service Manager in the recruitment, Induction and training of the catering team; ensuring training targets are met and teams are competent in their roles.
- Support the Hospitality Services Manager with rota's and ensure correct team member levels are on shift at any time.
- Responsibility for the supervision, appraisal and performance management of the support services team, supporting them to achieve their potential.
- Lead the team to ensure they are all aligned with the Hallmark vision and are operating from the Hallmark Charter.
- Ensure that all regulatory and statutory requirements are met and company policies and procedures are adhered to.
- Ensure reporting relating to the catering, are completed accurately and on time.
- Ensure that food levels are correct and in line with the budgets to ensure all expenditure targets are met.
- Ensure any requirements from internal and external audits are actioned within the timescales required.
- Support the Hospitality Service Manager with the stock control of crockery, cutlery and glassware.

### **Hospitality Services**

- Ensure the catering services and residential dining experience is of the highest standard and quality.
- Promote choice and dignity to the residents of the home with the services we provide.
- Ensure the nutritional content of the meals provided cater for the dietary needs of all residents.
- Ensure the audits for the kitchen are completed and fed back to the team
- Liaise with residents to ensure they are happy with the food and beverages being delivered within the home.
- Liaise with suppliers to ensure maximum value and service are being provided
- Work closely with the Hospitality Services Manager to ensure quality standards are met.
- Ensure that requirements of the Food Safety Manual, Health and Safety Manual and Meal policies requirements are met.
- To actively engage with residents in conversation and meaningful occupation related to their lifestyle choices at a level and pace that values the individual and respects their dignity and communication differences.
- To respond in a timely way to residents who are distressed (calling out, calling for help, knocking or making noises that suggest the need for support) or seek assistance if you feel unable to respond appropriately.

### **Health and Safety**

- Overall responsibility for Health & Safety within the services team, residents and visitors.
- Ensure regulations and compliance are met and adhered to.
- Ensure cleanliness of kitchen and hygiene standards is achieved and maintained.
- Ensure equipment and environment is safe within the home.
- You will be required for this role to potentially lift heavy objects.

## **JOB DESCRIPTION RECORD**

This job description reflects the current main organisational priorities for the position. These priorities may develop and change in consultation with the post holder in line with needs and priorities of the business.

Post holder's signature:

Date:

## PERSON SPECIFICATION

	Essential Criteria
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>NVQ level 3 in Food Hygiene</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Minimum of two years catering background</li> <li>Minimum of two years' experience dealing with finance and budgets.</li> <li>Experience working within a kitchen environment</li> <li>Health &amp; Safety knowledge in a busy working environment</li> <li>Proven track record in a care home environment delivering quality services (<b>Desirable</b>)</li> <li>Proven track record leading, empowering, supporting and motivating a service team</li> </ul>
<b>Skills/ Knowledge</b>	<ul style="list-style-type: none"> <li>Strong leadership and management skills</li> <li>Excellent written, non-verbal and verbal communication skills</li> <li>Knowledge of and competence in Microsoft Office applications and Windows based operating environments – Excel, Word, Outlook, Explorer etc</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>Reliable and punctual</li> <li>Able to adapt to change</li> <li>Approachable</li> <li>Confident</li> <li>Diplomatic</li> <li>Enthusiastic</li> <li>Flexible</li> <li>Influencing skills</li> <li>Listening skills</li> <li>Negotiating skills</li> <li>Patient</li> <li>Positive attitude</li> <li>Self-motivator</li> <li>Flexible approach to working hours - able to work occasionally outside of normal hours.</li> <li>Ability to promote a professional image for the</li> </ul>

	<p>company at all times</p> <ul style="list-style-type: none"> <li>• Ability to travel to other homes where needed for training / support</li> <li>• Able to adapt to the Hallmark culture</li> </ul>
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