

# GROUNDWORK

## CHANGING PLACES

## CHANGING LIVES



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## JOB DESCRIPTION

<b>JOB TITLE:</b>	Chef Supervisor
<b>REPORTS TO:</b>	Heritage Centre Manager.
<b>RESPONSIBLE FOR:</b>	Managing the development and delivery of the catering service including supervision of allocated kitchen staff and placements.
<b>PRIORITY CONTACTS:</b>	The Heritage Centre Manager, The Land of Oak and Iron Heritage Centre and The Greenhouse customers, Groundwork Staff, partners and suppliers.
<b>LOCATION:</b>	Land of Oak and Iron Heritage Centre, Winlaton Mill, Gateshead and The Greenhouse Business Centre, Stanley.
<b>SALARY:</b>	<b>£19,578 pro rata</b>
<b>HOURS:</b>	<p>Minimum 25 hours. Employed on a flexible contract and expected to work additional hours. Flexible hours agreed with manager; minimum 24 hours notice prior to additional hours. Total hours no more than 37 hours in any one week.</p> <p>Hours will be worked 5 days over 7, including evenings and weekends. Some early starts required.</p>

### JOB SUMMARY

To aid in the development and provision of an exciting, high quality and profitable catering service to a broad range of customers. Covering two sister sites and areas of operation at: 'café shrub @ The Land of Oak and Iron Heritage Centre' and 'café shrub @ The Greenhouse' including catering services for meetings and events held at both The Heritage Centre and The Greenhouse.

The role requires an innovative, creative and entrepreneurial approach to our menu offering and service delivery, combining general catering duties that include: a wide range of cooking techniques; participation in strategic development; support with staff management functions and stock control.

The ability to lead an effective catering provision in a fast moving environment is essential. This role is part of a wider team whose focus includes the improvement and smooth operation of our catering services to ensure successful development of café shrub.

## **KEY TASKS**

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- To manage the kitchen's operations, ensuring:
  - high quality food production
  - high standards with regards to catering equipment and facilities
  - that food waste is minimised.
- To maintain awareness of and ensure that catering operations meet food hygiene and health and safety guidance and good practice at all times and to keep records of these operations.
- To present ideas for modern, approachable dishes to the Heritage Centre manager to assist in their development of new, local and seasonal menus.
- To be responsible for the day-to-day running of the kitchen.
- Ensure any anticipated issues are communicated promptly to the Heritage Centre Manager.
- To work with the Heritage Centre manager to ensure catering requirements for bookings and events are met.
- To be the main point of contact for all aspects of catering services ensuring high level of customer care is maintained at all times, including recording and responding to customer feedback.
- To monitor and order stock as necessary through liaison with various local suppliers.
- To be aware of and respect the annual budget for catering to maintain costs and income targets.

### **Key Area : Staff Management**

- To supervise catering staff, placements, volunteers and temporary staff
- To deliver staff training and development programme, ensuring that staff receive health and safety, food hygiene and customer care training.
- To provide support and direction to these members of staff to ensure they understand their roles and support their development.
- To meet regularly with the Heritage Centre manager to discuss staff performance

### **Key Area: Catering Development**

- Working with the Heritage Centre manager to assist in the development of an innovative and profitable catering service through expansion of the customer base both sites.

### **Additional responsibilities**

- Comply with all organisational policy and procedures in all employment practices.
- A commitment to maintaining continuous professional development.
- Apply a positive, flexible and proactive approach to role.
- Ability to work flexible hours including weekend and evening working.
- Ability to travel between sites.
- Any other duties commensurate with the level of the post.