

GROUNDWORK

CHANGING PLACES

CHANGING LIVES



JOB DESCRIPTION

JOB TITLE:	Lead Chef – Café and Catering Greenhouse Business Centre
REPORTS TO	Commercial Property Manager
RESPONSIBLE FOR:	Catering Assistant(s)
HOURS OF WORK:	35 hours per week with flexibility to work additional hours as required
LOCATION:	Greenhouse Business Centre, Annfield Plain
PRIORITY CONTACTS:	Greenhouse Business Centre tenants, service users and general public, suppliers and catering contractors.

JOB SUMMARY

The Lead Chef is responsible for overseeing all aspects of the café kitchen and catering operations within the business centre. This includes developing and preparing fresh, high-quality food for the café and business catering service, ensuring full compliance with food safety regulations, and managing kitchen operations, stock, and staff performance.

This is a hands-on cooking role, leading by example to deliver excellent food and service standards for daily café trade and conference/meeting catering.

KEY RESPONSIBILITIES

Catering Leadership & Service Provision

- Lead all kitchen operations for the café and catering services.
- Prepare and cook a variety of dishes including sandwiches, soups, bakes, and hot lunches.
- Design, plan, and cost seasonal menus for the café and catering events.
- Ensure all food is prepared to high quality, taste, and presentation standards.
- Maintain consistency, efficiency, and attention to detail during service.
- Plan and deliver catering for on-site conferences, meetings, and special events.

- Liaise with business centre staff to meet client requirements and event timelines.
- Ensure catering deliveries are accurate, on time, and professionally presented.

Food Safety, HACCP & Compliance

- Take full responsibility for kitchen hygiene, cleanliness, and safety.
- Implement and maintain HACCP procedures and food hygiene records.
- Conduct and document all required daily, weekly, and monthly checks.
- Ensure all staff follow food safety, allergen, and cleaning protocols.
- Ensure compliance with all relevant food safety, health and safety, and allergen legislation.

Stock Control & Ordering

- Manage ordering, delivery, and storage of food and supplies using agreed suppliers.
- Monitor stock levels, control wastage, and operate within agreed budgets.
- Maintain accurate records of stock usage and ensure cost-effective kitchen operations.
- Proactively identify stock shortages and supply issues, implementing solutions to minimise disruption to service.

Team Leadership & People Management

- Supervise and support Front of House/Catering Assistant(s) and any temporary staff.
- Provide on-the-job training, guidance, coaching and feedback.
- Foster a positive, efficient and customer-focused kitchen culture.
- Conduct regular one-to-one meetings and performance reviews for Catering and Front of House staff, identifying development needs and providing constructive feedback.
- With support, manage day-to-day performance, attendance and conduct issues, escalating more complex matters where appropriate.
- Contribute to recruitment, induction and probation reviews for catering team members.
- Lead by example, promoting high standards of professionalism, teamwork and customer service.

Operational Management & Problem Solving

- Take ownership of operational issues, complaints and service challenges, identifying solutions and implementing corrective actions where appropriate.
- Proactively communicate issues, risks and proposed solutions to management, escalating matters promptly when additional support or approval is required.
- Demonstrate sound judgement, initiative and accountability in resolving day-to-day operational problems.
- Monitor service delivery standards and identify opportunities for continuous improvement.
- Effectively prioritise competing demands to ensure the smooth operation of café and catering services.

Administration & Record Keeping

- Complete menu costings, daily checks and compliance documentation.
- Support management with budget reporting and financial monitoring.
- Maintain accurate records and documentation in line with organisational procedures and compliance requirements.
- Use Microsoft Office applications, including Outlook, Word and Excel, for reporting, record keeping and communication.
- Contribute to the continuous improvement of menus, processes and service delivery.

Skills & Experience

- Proven experience as a Lead Chef or Senior Chef within a café, hospitality or catering environment.
- Strong culinary skills with the ability to design, cost and deliver varied menus.
- Excellent understanding of food hygiene, allergen control and HACCP systems.
- Strong leadership, communication and interpersonal skills.
- Excellent planning, organisation and time management skills, with the ability to prioritise competing demands and consistently meet deadlines.
- Ability to balance café service, catering orders, administration, stock management and staff supervision effectively.
- Strong administrative and record-keeping skills with a high level of accuracy and attention to detail.
- Competent in Microsoft Office applications, particularly Outlook, Word and Excel.
- Food Hygiene Level 3 (minimum).
- A proactive, solution-focused approach with the ability to work independently and take ownership of responsibilities.

Additional responsibilities:

- Comply with all organisational policy, procedures and systems.
- To be aware of, and assume the appropriate level of responsibility for, safeguarding and promoting the welfare of children, young people and vulnerable adults and to report any concerns in accordance with the organisation's safeguarding policies.
- Ability to work outside normal office hours.
- Any other duties commensurate with the level of the post.
- Play an active role in the team and actively promote a positive image of Groundwork internally and externally.