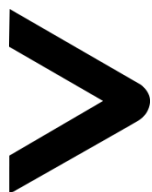


GROUNDWORK

CHANGING PLACES
CHANGING LIVES



JOB DESCRIPTION

JOB TITLE:	Lead Chef Land of Oak & Iron Heritage Centre
REPORTS TO:	Trading Company Manager
REPOSNSIBLE FOR:	Kitchen/Catering Staff
LOCATION:	Land of Oak & Iron Heritage Centre, Spa Well Rd (A694), Winlaton Mill, NE21 6RU
HOURS:	37 Hours per week, including regular weekend working, with flexibility to meet the operational needs of the Heritage Centre.

JOB SUMMARY

The Lead Chef is responsible for leading the day-to-day kitchen and food operations at the Land of Oak & Iron Heritage Centre. This includes developing and preparing fresh, high-quality food for the café and catering service, leading the development and costing of menus, ensuring full compliance with food safety regulations, and managing kitchen operations, stock and kitchen staff.

This is a hands-on cooking and kitchen leadership role, with ownership of the food offer and day-to-day kitchen operation. The Lead Chef will proactively develop menu ideas and prepare costings, working with the Trading Company Manager on pricing, budgets and wider commercial performance, and will work collaboratively with the Front of House team to support an excellent overall customer experience.

KEY TASKS

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.

- Lead the development of seasonal menus and food offers, including preparing recipe and menu costings and making recommendations on pricing, working with the Trading Company Manager to ensure the offer is commercially sustainable.
- Ensure all food is prepared to high quality, taste, and presentation standards.
- Maintain consistency, efficiency, and attention to detail during service.
- Plan and deliver food preparation for functions, meetings, events and other catering requirements at the Heritage Centre.
- Work collaboratively with Front of House and wider Heritage Centre colleagues to meet customer and event requirements.
- 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 kitchen 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 a small team within the kitchen, including Catering Assistants and temporary kitchen staff where applicable.
- 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 employees for whom the Lead Chef has line-management responsibility, identifying development needs and providing constructive feedback.
- With support, manage day-to-day performance, attendance and conduct issues relating to kitchen staff, 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 day-to-day kitchen operational issues and food-related service challenges, identifying solutions and implementing corrective actions where appropriate.
- Proactively communicate issues, risks and proposed solutions to the Trading Company Manager, 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.
- Provide accurate stock, purchasing, wastage and menu costing information to support financial monitoring, and work with the Trading Company Manager to review food costs, margins and commercial performance.

- Effective use of EPOS and/or hospitality back-office systems, including sales reporting, stock management and other operational functions.
- 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.

Additional responsibilities

- Comply with all organisational policies and procedures in all employment practices.
- Maintain a positive, flexible and proactive approach to your role and responsibilities
- Flexible approach to working hours with an ability to work outside normal office hours, to include evenings and weekends as required by the business.
- Attend at staff meetings and training/development opportunities.
- Any other duties commensurate with the level of the post.
- Play an active role within the wider Land of Oak & Iron and Groundwork team and actively promote a positive image of Groundwork internally and externally.