

HERON & BREARLEY GROUP

HEAD CHEF - IOM ROLE PROFILE

JOB FAMILY:

HR CODE:

STRUCTURE	LINE MANAGEMENT RESPONSIBILITIES
<p>This role is located in the IOM Retail Estate reporting directly to the Retail Pubs General Manager.</p> <p>The Retail Pubs General Manager will appraise the quality of work produced and/or performed by the incumbent.</p>	<p>Supervisory responsibility for the outlet kitchen team.</p>

MISSION & PURPOSE
<p>The mission and purpose of the Head Chef role is as follows:</p> <ul style="list-style-type: none">• Day to day responsibility for managing the food operation within the site from conception to execution.• To lead a team of kitchen staff, focusing on the delivery of operational excellence in every aspect of the site food operation including people, customer, sales and profit.• Working with and through others, building and maintaining relationships and working closely and accurately within established guidelines.• To strive to meet food profitability targets through the site team driving a sales culture and the achievement of required operational efficiencies.• To develop talent and future succession amongst the kitchen team to support current operational requirements and the future growth agenda.• To actively seek customer and competitor insight in order to support decision making and the development of the brand proposition.• To effectively demonstrate a persuasive, teaching style of communication, managing necessary corrections in a constructive and supportive manner.• To create a coaching, supportive environment where team engagement is seen as central to driving results.

KEY RESPONSIBILITIES & DELIVERABLES
<p><u>People</u></p> <ul style="list-style-type: none">• Working with the General Manager to maintain a fully resourced kitchen team in the site, through effective talent and succession planning and including high quality recruitment.• Driving towards results by enrolling the commitment and buy-in of others in order to achieve ongoing business objectives and achieve continuous improvement in knowledge, quality and service delivery.• Ensure company training programmes and compliance requirements are fully implemented including the thorough induction of whole kitchen team.• Assist, support and deliver FLOW within the site.• Ensure regular feedback and information is provided to the kitchen team including team meetings, coaching and mentoring and regular cascades of company information.• Maintain a “high performance culture” within the kitchen team through motivational leadership, effective performance management, communication and coaching.• Oversee the implementation of HR policies and procedures within the site food operation which comply with the Company’s statutory obligations.• Ensure best practice is shared within the kitchen team ensuring all talent and skills are maximised. <p><u>Financial Planning & Management</u></p> <ul style="list-style-type: none">• Ensure all menus are calculated correctly to maximise gross profit.• Ensure wastage is managed effectively and kept to an absolute minimum.• Review and understand the P&L for your site to assist the General Manager deliver profitable food sales growth.• Ensure kitchen labour costs, stock control, consumable spend and margin on food is compliant with business expectations.• Assist the General Manager to set kitchen budgets and maintain financial performance within agreed budgets.

<p><u>Operational Planning & Management</u></p> <ul style="list-style-type: none"> • Ensure that you are conversant and compliant with the usage of relevant systems within the business. • Implement and maintain efficient and cost effective kitchen rotas. • Ensure that all kitchen administration is completed accurately in a timely fashion. • Responsible for maintaining appropriate stock levels within the kitchen whilst keeping on site stock secure, stored appropriately and accounted for as per operational requirements. • Deliver consistent operational excellence and brand standards within your site in the management and delivery of internal and external products and services. • Clear and efficient communication, sharing and cascading information in a timely manner, explaining not just the “what” but also the “how” and “why” benefits of activities and processes. • Maintain awareness of the local market place and competitors. • Resolve customer complaints, identify and implement appropriate actions to prevent recurrence. • Ensure all legal requirements are met for our customers and teams. • Ensure a high quality environment is maintained through both cleanliness and timely repairs. • Ensure compliance with all aspects of Health & Safety and Food Safety, highlighting any immediate or on going risk and taking appropriate action. • Maintain kitchen equipment in line with property teams, dealing efficiently with any enquiries, training or install programs where required. <p><u>Product Quality & Development</u></p> <ul style="list-style-type: none"> • Drive food quality and offer through a sound, effective understanding of food production along with regular quality checks, feedback and coaching. • Keep up to date with industry news, local and national trends as well as the developing propositions of competitors. • Develop exciting menu options to meet the expectations of our customers that will continually develop the business, paying attention to seasonal availability where relevant.

<p>PERSON SPECIFICATION & BEHAVIOURS</p> <ul style="list-style-type: none"> • Demonstrable passion, enthusiasm and determination for achieving business objectives and the drive to deliver results with a sense of urgency in a fast paced environment. • Able to multi task and manage a variety of activities occurring simultaneously. • Able to inspire and motivate others, engaging the commitment of the team. • Operate a collaborative approach by adopting a persuasive “selling” rather than “telling” style of leadership. • Leads by example, with first-hand knowledge of expertise. • Excellent capacity to build and maintain relationships externally and internally within the business. • Open, flowing communication style. Socially focused “how can I help you?” attitude. • Commercially astute and confident in understanding financial information. Able to interpret data and information to provide focus and drive action. • Ability to take a broad based view of issues and events and possesses an understanding of their longer-term impact or wider implications. • Strong, friendly follow-up on tasks delegated to ensure proper results. • Self-aware, understands own and others strengths and development areas. • Sound judgement skills around operational focus and people. <p>EXPERIENCE, EDUCATION, TYPICALLY</p> <ul style="list-style-type: none"> • CIEH Food Safety Level 2 qualification or equivalent • Minimum of NVQ Level 2 food handling qualification or equivalent. • Previous demonstrable experience in a similar role, preferably within the licensed trade.
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The above statements are intended to describe the general nature and level of the work being performed. They are not construed as an exhaustive list of all deliverables and responsibilities and duties. All employees are expected to be flexible in approach and may be required to perform other duties as may be reasonably required for the benefit of the Heron & Brearley Group and to add value.

Date prepared:		
Agreed by:	Incumbent	Manager
Review date:		