

## THE COURTYARD TRADING COMPANY

### JOB DESCRIPTION

<b>Post Title:</b>	Head Chef	<b>Department:</b>	Catering
<b>Post Reference:</b>	CYT100/032	<b>Grade/Salary:</b>	£30,000
<b>Hours per Week:</b>	40 (full time)	<b>Based at:</b>	The Courtyard, Edgar Street, Hereford, HR4 9JR (but the post holder may be relocated in the interests of the efficiency and effectiveness of the organisation)
<b>Responsible to:</b>	Chief Executive & Artistic Director	<b>Responsible for:</b>	All kitchen-based staff

<b>Financial Responsibilities</b>	To be responsible for maximising efficiency in relation to the preparation of quality food for the Café Bar and Chase Lounge in order to achieve the Trading Company's financial targets in the Operational Plan.
-----------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

#### Purpose of the Post

This is a high-level leadership role within the organisation. The post holder sits on the Leadership Team and as such has overall responsibility for the operation and strategic direction of the Café Bar and Chase Lounge.

A highly experienced and knowledgeable Head Chef with the ability to organise all kitchen-related activities, the post holder will be responsible for creating and serving inspiring dishes, ensuring consistently high quality and satisfaction for all customers, and leading a highly-motivated team.

#### 1. Duties & Responsibilities

- 1.1 To organise, prepare and control all food preparation processes required for the day-to-day effective functioning of the catering operation at The Courtyard.
- 1.2 Develop and construct menus with new or existing culinary creations, ensuring variety and quality, suitability for the market, and cost efficiency.
- 1.3 To ensure high standards of food quality and presentation are maintained at all times, monitoring and approving dishes before they reach the customer to ensure consistency of service.
- 1.4 To carry out and ensure the implementation of systems and procedures which deliver the most efficient and effective services, to the highest standards of customer care.
- 1.5 To plan or oversee ordering of equipment, ingredients and any other provisions, as required, to fulfil anticipated demand.
- 1.6 To ensure that all equipment is properly maintained, as required, and repairs are swiftly dealt with, as necessary. In particular, to ensure that gas and extraction systems are serviced in accordance with legal and insurance requirements.
- 1.7 To address any problems or concerns as soon as they arise.
- 1.8 To liaise with customers concerning specific requirements for larger functions.
- 1.9 To work with the Bar Manager and Leadership Team to develop new and existing opportunities to increase revenue and generate additional profit.

- 1.10 To observe correct portion control and minimise and monitor waste, wherever possible.
- 1.11 To have a thorough understanding of food hygiene and good working practices, ensuring high standards of general hygiene are maintained at all times throughout all areas of the kitchen and other areas where food is stored or prepared.
- 1.12 To ensure that the kitchen is kept clean at all times and left tidy with everything put away at the end of each day.
- 1.13 To ensure that all equipment is washed and maintained ready for use.
- 1.14 To maximise, wherever possible, the opportunities to use and source locally-made produce or ingredients and promote this through the menu.
- 1.15 To manage relationships with distributors and resolve any issues with vendors promptly.
- 1.16 To work proactively with the Marketing Team to publicise events and offerings, and to compile feedback from customers to present to the Board and Leadership Team.
- 1.17 To use the venue's software and programmes to monitor stock, sales, table bookings and ticket sales to ensure food sales are predicted and maximised,
- 1.18 To understand that flexibility is required around the demands of theatre programming.

---

## **2. Stock Control**

- 2.1 To assist with the effective and efficient management and administration of stock.
- 2.2 To monitor the quality of goods received and ensure they are of a high standard.
- 2.3 To ensure that all goods received match orders and invoices.

---

## **3. Budgetary Management**

- 3.1 To liaise with the Chief Executive in the preparation and agreement of the catering budget and meet the targets and margins set and agreed.
- 3.2 To have responsibility for the efficient and effective management of budget areas where delegated.
- 3.3 To maintain up-to-date and accurate budgetary records.
- 3.4 To ensure that financial procedures, policies and guidelines are complied with at all times.

---

## **4. Personnel**

- 4.1 To be responsible for the recruitment, selection and management of kitchen staff, as required, operating within the budgetary constraints that have been set.
- 4.2 To arrange necessary induction training for all new staff and to ensure suitable ongoing training and development for all kitchen staff.
- 4.3 To ensure that staff are aware of and adhere to health, safety and hygiene procedures.
- 4.4 To ensure that all staff are aware of and follow the principles of the Safer Food, Better Business framework.
- 4.5 To provide direction, instruction, guidance, support and supervision to staff under his/her direct management.

- 4.6 To ensure that the kitchen is staffed appropriately at all times to provide high standards of service, whilst operating in a cost-effective way and within budget.
- 4.7 To foster a climate of co-operation and respect between fellow workers across the organisation, leading by example to promote high levels of morale, motivation and communication amongst staff at all times.
- 4.8 Maintain timesheet records for all staff to monitor attendance and facilitate accurate payroll processing.
- 4.9 Appraise and monitor the performance of staff according to The Courtyard's Staff Appraisal Policy and Procedures.

---

## 5. Miscellaneous

- 5.1 To be familiar with and comply with all policies contained within the Staff Handbook, and all other relevant health & safety, operational, personnel, data protection and financial regulations, policies and procedures.
- 5.2 To be flexible and adaptable, and to perform any other duties within the organisation that from time to time may be required.
- 5.3 The post holder's duties must at all times be carried out in compliance with The Courtyard's Equal Opportunities Policy ensuring equality of opportunity is afforded to all persons both internal and external to The Courtyard, actively seeking to eliminate any direct or indirect discriminatory practices/behaviour.
- 5.4 To raise the profile and promote the image of The Courtyard.

---

## 6. Special Conditions

- 6.1 *Working Hours:* this post is full time (40 working hours per week – meal & other breaks must be taken in addition). The post holder may be required to work unsociable hours, including evenings, weekends and bank holidays, as part of their normal working week.
  - 6.2 *Holiday Entitlement:* The Courtyard offers 28 days' annual leave, including bank holidays. The timing of up to 10 days of annual leave entitlement (in addition to the bank holidays) will be at the discretion of the management.
  - 6.3 It is a requirement that appropriate protective clothing and footwear is worn. This will be provided by the company.
  - 6.5 The post holder does not qualify for overtime payments, but time off in lieu will be given for any hours worked in excess.
-