

JOB DESCRIPTION

Post Title:	Kitchen Manager
Responsible to:	Venues Manager
Responsible for:	Cooks & Kitchen Assistants
Summary of post:	Manage all activities of the kitchen, including; cooking and meal production; management of kitchen staff; budgeting; customer experience; ordering and stock control; presentation standards and legislative compliance.

DUTIES & RESPONSIBILITIES:

1. Work with the Venues Manager to ensure the effective development and successful operation of the kitchen
2. Effectively lead and manage all kitchen staff, motivating and developing a strong team spirit, effectively training, coaching and developing all kitchen staff in all aspects of their roles to ensure consistent and high quality production of dishes and service
3. Be responsible for the management of the kitchen including, ensuring that gross profit margins are met and exceeded where appropriate, and that expenditure does not exceed the agreed limits
4. Leading by example, ensure the highest possible standards of customer service are consistently achieved and delivered by all staff, and that customer requests, needs or dissatisfaction are proactively managed and end with a positive outcome
5. Maintain and update staff training records accurately and comprehensively as appropriate
6. Monitor the staff team to ensure all are presented in a clean and professional manner in line with Guild and brand standards.
7. To involve staff in the development and delivery of promotional concepts and activities so as to maximise income generation
8. Proactively manage and continually maintain the teams knowledge to ensure it is up to date with relevant safety and presentation standards
9. Using sales data, customer feedback, and current food trends work with the Venues Manager to create, develop and cost dishes and menus ensuring that brand values are maintained and strengthened, whilst developing offers that drive revenue and engage customers
10. Ensure complete compliance with all aspects of health and safety, and hygiene standards

11. Ensure the Guild policy on Food Handling and Risk Assessments are strictly adhered to and advise as appropriate of any actions needed. COSHH and HACCP assessments are in place and frequently reviewed to ensure compliance with legislation and Guild policy.
12. Monitor and review the kitchen's codes of practice and update as appropriate
13. Ensure effective stock ordering for the level of trade and that food production and portioning processes are effective in minimising food loss and wastage
14. Through the creation of systems ensure effective, purchasing, receipt, storage in regards to security, safety, legislative and ordering compliance
15. Monitor and review the maintenance of the kitchen equipment and report problems/ make recommendations in line with Guild and brand procedures quickly and effectively to the Venues Manager
16. To undertake appropriate training and personal development as required for the role.
17. To adhere to all relevant Guild Policy with particular reference to staffing, health & safety, environmental, and any relevant Guild policy where it may impact upon your role.
18. To participate as a member of the Venues Department, Engagement Directorate and Guild team.
19. To support the work of the Venues Department, where necessary, in the event of sickness, holiday or other exceptional circumstances
20. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post.

December 2019



Make the most of University life!



PERSON SPECIFICATION – Kitchen Manager

You must be able to demonstrate in your application that you have;	Essential	Desirable
QUALIFICATIONS		
Good general education, including Maths and English at least to GCSE or equivalent	✓	
Basic Food Hygiene	✓	
City & Guild/NVQ level 3 Catering qualifications	✓	
City & Guild/NVQ level 4 Catering qualifications		✓
KNOWLEDGE AND EXPERIENCE		
Experience of working in a professional kitchen	✓	
Experience of developing and costing dishes and menus	✓	
Experience of effectively managing budgets	✓	
Knowledge of relevant food legislation	✓	
Experience of managing and developing a staff team	✓	
Experience / Knowledge of customer care	✓	
Experience of developing and managing relationships with stakeholders to deliver service	✓	
Knowledge of current food trends and markets	✓	
SKILLS AND ABILITIES		
Ability to present information clearly and concisely in writing or verbally, with adequate written and spoken English	✓	
Ability to establish working relationships with a wide range of individuals both within and outside the Guild, to include the University, students, staff and clients.	✓	
Information gathering and/or research skills, for example new menu ideas.	✓	
Ability to work using own initiative	✓	
Computer literacy - standard office software including spreadsheets and keyboard skills.	✓	
PERSONAL QUALITIES		
Understanding of and a commitment to Equality of Opportunity	✓	
Team focussed approach	✓	
Self-motivated	✓	
Flexible	✓	
Committed to continuously improving service delivery	✓	
Customer focus	✓	
Persistent & able to persuade others to meet your deadlines	✓	
Attention to detail	✓	