

EAST LANCASHIRE HOSPICE

Registered Charity No: 1075653

Job Title: Head Chef

Accountable to: Catering Lead

KEY PERFORMANCE AREAS

- Work as a key member of the catering team to ensure the delivery of a first class dining experience to patients, visitors, volunteers and staff and providing safe, nutritious, delicious, well-presented food that enhances choice and wellbeing
- Prepare, cook and present appetising and delicious food meeting quality standards in terms of taste, presentation and customer care.
- Monitor recipe standardisation and uphold consistency; drive the development of menus and specials, experiment with recipes and make suggestions for new ingredients
- Supervise, inspire and motivate the catering team, leading by example, setting the pace and ensuring quality standards are met recognising and praising good performance and highlighting areas for improvement
- Drive the development of seasonal, inspiring and innovative menus reflecting a home cooked, bistro style that uses fresh produce, meets all dietary requirements, provides choice and caters to the identified preferences of our patients, staff, volunteers and guests
- Liaise effectively with the Inpatient Unit to ensure patient's dietary needs are understood and catered for in a timely manner and modify recipes to guests needs
- Ensure the team respond quickly and effectively to requests by patients or visitors for snacks with a positive helpful attitude
- Support the delivery of cooking activities for members of CaST by timely provision of advice, recipes and ingredients
- Work in partnership with the Catering Lead to cater for hospice and other stakeholder events ensuring the planning, preparation, cooking and presenting of food is achieved to the given brief
- Ensure systems that enable correct payment for food purchases are maintained and records of payment for food purchases are maintained and that the correct money is taken and securely stored
- Maintain systems for the ordering, storage and rotation of supplies to ensure stock is available
- Monitor practice ensuring measures to reduce food waste such as stock rotation, portion control and effective use of supplies are implemented consistently

PROFESSIONAL RESPONSIBILITIES

- Demonstrate a comprehensive understanding of the principals involved in the production and preparation of cook-chill products and apply these in practice
- Ensure own knowledge, understanding and observation of C.O.S.H.H. regulations (Control of Substances Hazardous to Health) is at a level consistent with the role
- Comply with the uniform policy, ensuring uniform is clean and tidy and must not be worn travelling to and from work
- Complete records required for inspection by the environmental health or CQC
- Adopt best hygiene and safety practices and ensure access to food areas is restricted for non-catering personnel.
- Undertake a mentorship role for trainee chefs and developing team members providing training and professional guidance consistent with specified standards
- Maintain appropriate and respectful professional relationships with colleagues and other staff
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance
- Act as an ambassador for the East Lancashire Hospice promoting at all times the hospice mission, values, and acting in a way to uphold public confidence

- Conduct duties with regard to the hospice's stated values that:
 - Patients are individuals and have a right to respect, privacy, dignity and choice
 - Staff and volunteers are vital to the hospice's success, and it is their contribution which provides the hospice with its quality service and reputation
 - Our services should be focused on meeting our patients' requirements
 - Value for money is achieved making the most effective use of available resources
- Ensure that personal actions and conduct apply with hospice policies and procedures
- Ensure effective use of hospice resources

PERSONAL DEVELOPMENT

- Access own mandatory training appropriate to the role
- Work with the Catering Lead to ensure timely completion of all mandatory training by team members
- Participate in the hospice appraisal system and access training opportunities to improve own knowledge and skills
- Lead on personal development reviews for identified team members
- Participate in the education and training of others as appropriate to the role including for example students, new starters and volunteers

MANAGING SERVICES

- Ensure quality checks are completed before accepting any food supplies including for example food quality, presentation and use by dates.
- Maintain accurate records for the receipt and storage of deliveries before storing these in the appropriate place
- Provide support and guidance to team members to ensure understanding and application of effective resource management
- Ensure the kitchen is cleaned effectively to maintain hygiene standards in accordance with cleaning schedules within the kitchen/restaurant areas
- Ensure daily checks of temperatures in fridges and freezers are undertaken and maintain records for evidence to CQC and Environmental Health.
- Understand and ensure food allergens rules and regulations are implemented in practice
- Ensure catering equipment is operated in line with Health and Safety standards undertaking specialist training as and when required
- Ensure a safe environment by ensuring the reporting of hazards and incidents, completion of relevant risk assessments, investigation of incidents and implementation of risk reduction measures
- Ensure effective use of all resources within allocated budget
- Participate in team meetings and attend organisational and external meetings as appropriate
- Apply existing processes for dealing with concerns and complements escalating these in a timely manner to line manager
- Positively engage in events which promote the use of hospice services and those which celebrate achievements of service users, staff and volunteers

MANAGING PEOPLE

- Provide direction and supervise the catering team and manage the kitchen as shift leader in the absence of the Catering Lead ensuring expected standards are maintained
- Effectively role model best practice to drive the continuous development of team members and so enhance the quality and scope of catering provision
- Contribute to the recruitment of volunteers and induction of new staff and volunteers in accordance with hospice policy and procedures to ensure they have the appropriate information and training to carry out their role
- Under the direction of the Catering Lead and within own leadership role work within hospice policy and HR guidance

STATUTORY DUTIES

- Ensure the security of information accessed in the course of your duties ensuring compliance with the Data Protection Act, Caldicott principles and information governance best practice guidance
- Report any hazards or incidents in accordance with the Health Safety and Risk Management Policy and procedures
- Comply with the East Lancashire Hospice ‘no smoking’ policy in all hospice premises and grounds
- Be responsible for maintaining own vaccinations including Hepatitis B immunity (as applicable)
- Ensure that infection control measures are followed in relation to your role
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance
- Work at all times to respect people’s individuality, rights and diversity to ensure equality

WORKING HOURS

The post holder will work their hours flexibly. These will be worked according to a rota of up to any 5 days of a 7 day working week.

NOTES

This job description reflects how the post currently meets the needs of the service. Since the hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

This job description will be reviewed annually at the annual PDR and may change as is deemed necessary.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

NAME:
(PRINT)

SIGNED: **DATE:**

EAST LANCASHIRE HOSPICE
Person Specification

Date: 12/2019	Post: Lead Chef	Recruiting Manager: Lee Hyatt		
	Criteria	Essential	Desirable	Tested By
Experience	E1 Preparing, cooking and presenting appetising and delicious food that is tasty and well-presented	✓		Test
	E2 Cooking across all areas in a kitchen that delivers high quality bistro food to over 50 covers at one service		✓	Application, Interview,
	E3 Supervision of others inspiring, motivating and role modelling to ensure high quality catering provision recognising and praising good performance and highlighting areas for improvement	✓		Application Interview, Test
	E4 Contribution to the development of a seasonal, inspiring and innovative menu reflecting a home cooked, bistro style that uses fresh produce,	✓		Interview, Test
	E5 Support provision of catering for events planning, preparation, cooking and presenting food to the given brief	✓		Interview, Test
	E6 Contribution to ordering and storage of supplies to ensure stock is available	✓		Interview
	E7 Implementing measures to reduce food waste such as stock rotation, portion control and effective use of supplies	✓		Interview
	E8 recruitment, induction and development of catering staff		✓	Interview
Qualifications	Q1 Food hygiene certificate-obtained within last 3 years	✓		Application
	Q2 Level 3-4 qualification in cooking	✓		Application
	Q3 Patisserie qualification		✓	Application
	Q4 Food hygiene	✓		Application
	Q5 Education/teaching or equivalent experience		✓	Application

	Criteria	Essential	Desirable	Tested By
Knowledge	K1 Understanding of different dietary requirements to meet health, cultural, faith needs	✓		Interview,
	K2 Understanding the social and psychological therapeutic benefits of food	✓		Interview
	K3 Understanding of food hygiene requirements and environmental health standards	✓		Interview
	K4 Understanding and observation of C.O.S.H.H. regulations (Control of Substances Hazardous to Health) is at a level consistent with the role	✓		Interview
	K5 Demonstrate a comprehensive understanding of the principals involved in the production and preparation of cook-chill products	✓		Interview
	K6 Understand food allergens rules and regulations and how these are implemented in practice	✓		Interview
Skills	S1 Producing delicious home cooked food	✓		Test
	S2 Presenting food in an appetising way	✓		Test
	S3 Effective communication skills	✓		Interview/Test
	S4 Car driver with access to a vehicle and valid UK driving licence	✓		Application
Personal Attributes	PA1 Positive and responsive to individual need	✓		All - Interview
	PA2 Punctual and reliable	✓		
	PA2 Creative and enthusiastic about cooking	✓		
	PA4 Team player	✓		
	PA5 Excellent attention to detail	✓		