



# CHEF MANAGER

Job Description and Person  
Specification

**The Wrekin**  
Housing Group

## **The Wrekin Housing Group**

### **Chef Manager**

This is a broad outline of what is expected of the post holder:-

**Responsible to: Regional Catering Manager/Service Manager for ShireLiving**

#### **Key Objectives:**

- To provide a catering service to residents, visitors and staff which delivers on high standards of food safety and food supply.
- To delight customers using the catering service providing high standards of customer service.
- To effectively manage a team of catering employees in order to deliver a quality catering service within the ShireLiving scheme.
- To work with other managers within the ShireLiving scheme to develop effective team working so as to provide a seamless service to customers.

#### **Key Responsibilities:**

##### ***Food Safety and Food Supply***

- To ensure that all work carried out within the catering service is done in compliance with Safer Food Better Business guidance.
- To ensure the appropriate working practices are followed in relation to Allergen's so customers with allergies stay safe.
- To manage a system for ordering of food and ensure that suppliers deliver on time and food is of a high quality.
- To carry out periodic stock takes to understand amount of physical stock that is being held and identify any discrepancies with amounts ordered and used.
- To effectively manage the catering service budget for the scheme making the best use of resources.
- To ensure that the correct procedures are followed for handling cash and it is banked in a timely manner.
- To provide a range of menu designs that meet the dietary and other requirements of those residents on the scheme and will delight them.
- To ensure the Café servery areas and food are presented to a high standard to entice customers to want to eat the food within the Café.

## ***Customer Services***

- To deliver services so as to meet the needs of vulnerable people.
- To listen to customers and get their feedback on the menu and Café and use this to make improvements.
- To ensure the service delivered enables customers to have a positive dining experience.
- To provide a room service to residents so they can have their meals delivered to their apartment.
- To design and provide catering on the scheme that support social activities taking place including things like buffets and family entertainment packages.
- To deal with complaints made about the catering service and use these to improve the service.

## ***Staff Management***

- To develop and empower the team to deliver high standards of food and customer service.
- To recruit new members of staff and ensure they are full inducted to deliver the service required.
- To assess the on-going training and development needs of team members and arrange for necessary training and development opportunities to take place.
- To coach and mentor team members so they can excel in their role.
- To develop effective team working to make the best use of resources and deliver high standards of food and customer service.

## ***Working as a team***

- To work as part of the wider team within the ShireLiving scheme to ensure the catering service is integrated with the care delivery and the events/activities programme.

## **GENERAL RESPONSIBILITIES:**

- To assist the Group in striving to meet its mission and to help foster a culture of continuous improvement
- To comply with the Groups Standing Orders
- To uphold, as an individual employee, the Groups' Corporate Policies, in particular in the areas of:
  - Health and Safety

- Equal Opportunities and BME Policies
  - Safeguarding
  - Confidentiality and Data Protection
  - Food Safety
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- To take responsibility for personal development, sharing knowledge and skills and learning from others
  - To strive towards the delivery of excellent tenant and customer service, offering commitment, interest and enthusiasm in serving customers and resolving issues
  - To keep confidentiality at all times

## **THE WREKIN HOUSING GROUP**

### **PERSON SPECIFICATION**

#### **CHEF MANAGER**

##### **QUALIFICATIONS:**

- Basic Food Hygiene is essential
- NVQ Level 3 in Catering or an equivalent level catering qualification is essential
- Health and Safety Qualification is desirable

##### **KNOWLEDGE, SKILLS AND EXPERIENCE:**

###### ***Essential***

- Experience of managing staff
- Experience of Cash Handling
- Experience gained in a similar catering environment
- Experience of excellent customer service
- A range of catering skills (hospitality, front of house, cooking, cleaning)
- Ability to deal with customer complaints

###### ***Desirable***

- Experience of working with older/vulnerable people
- Understanding and experience of Safeguarding

##### **COMPETENCIES:**

- Adheres to and promotes the Groups business values. Deals with customers and colleagues with commitment, integrity and respect.
- Recognises and respects the individual value of all employees. Adopts an open, flexible and receptive approach to working with others.
- Produces accurate and high-quality work to meet deadlines. Uses initiative and consults with manager where required.

- Articulates opinions and information confidently and clearly. Actively listens to the communications of others.
- Supports and shares information with team members, actively involving team in decision-making and problem solving to improve services.
- Assists in identifying and defining problems, taking appropriate measures to resolve them through consultation with team members and managers.
- Communicates objectives clearly. Meets deadlines through planning and monitoring delivery with team. Keeps all appropriate parties informed of progress.
- Demonstrates judgement and the ability to take decisions at a local level, seeking advice and information when appropriate.
- Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services.
- Uses clear oral and written 2-way communication to share Information.

**OTHER:**

- Flexibility of approach and a willingness to work outside of normal working hours in an emergency and at peak periods
- To work at other locations when required