

CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

DEPARTMENT: Corporate Resources	SERVICE GROUP: Facilities Management
POST TITLE: Chef Manager (1, 2, 3)	REPORTS TO: Service Delivery Manager
GRADE: CM 1 = Band 4 CM 2 = Band 5 CM 3 = Band 6 Determined By Job Dimension & Scope of Decision Making – See Bottom of Job Profile	SAP POSITION NUMBER :

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes. **Please see the separate guidance information on how to complete the form located on Bradnet.**

Key Purpose of Post:

Responsible for delivering high quality, customer focused catering services that are valued by the customer, whilst complying with nutritional standards, health improvement initiatives and meeting the requirements of the individual school's contract/SLA and the schools activities in support of the School Food Plan and the school's curriculum activities.

The Chef Manager is responsible and accountable for the performance of the on-site operation at a designated school kitchen, meeting Key Performance Targets for the business unit, this includes ensuring customer satisfaction is high, achieving Food Cost Target, Productivity Target, Meal Sales Target and the organisation's Sickness Absence Target.

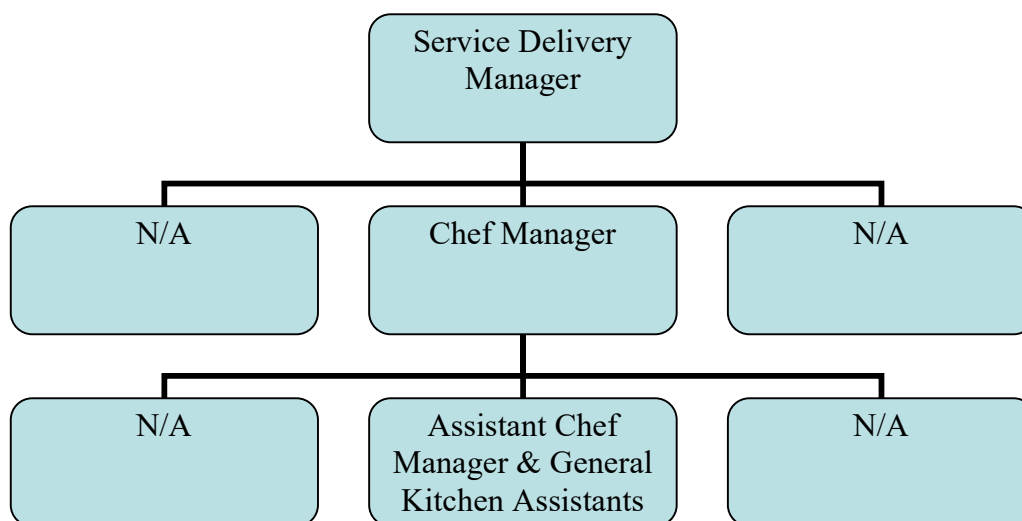
The post holder is also responsible for the management of the on-site team, including recruitment, induction, on the job training, delegation, bespoke menu planning and delivery of the service in line with operational procedures, underpinning legislation such as Food Safety, Health & Safety and ensuring Safe Methods of Working are practiced by the team.

Main Responsibilities of Post:

- To deliver a high-quality catering service that is valued by the customer and contract stakeholders. Providing attractive, well-presented food in accordance with the planned menu, whilst complying with nutritional standards.
- To be responsible for the management of the on-site team, including recruitment, training, directing and motivating of the kitchen staff whilst building a high performing catering team. On-site training of staff, including induction, basic skills and to review the on-going training needs of individuals as part of the appraisal process. To keep training records up to date.
- Adheres to (and ensures that all staff comply with) operational procedures and ensures high standards of Food Safety and Safe Working Practices are always maintained.
- To be responsible for the on-site customer care, liaison with school in respect of Bespoke Menu Planning and to build a positive relationship with school stakeholders to ensure contract retention.
- Pro-active in the on-site marketing of the service and delivering regular theme days whilst supporting any curriculum linked activities. Pro-active in supporting the school's requirements for Hospitality, Staff Meals, Breakfast Clubs, Tuck Shops and any other Incidental Trading.
- Achievement of targets in relation to food costs, labour, sales. sickness absence management and customer satisfaction. Responsible and accountable for the performance of the designated kitchen/catering service as a "business unit".
- Responsible for all food stocks, premise security and all catering service equipment including cashless systems and electronic tablet.
- Responsible for ensuring defects and repairs are reported and completed satisfactorily.
- Responsible for the collection, security and recording of school meal money collected through the tills, cashless tills, vending machines or revaluation machines where appropriate.
- To be responsible for the ordering of food in line with on-site uptake trends (correct planned meal numbers and menu mix), the checking of deliveries, rotation of stock and associated record keeping.
- To complete all required bookwork and electronic data/information returns accurately and in a timely manner to meet set deadlines.

- To communicate clearly and diplomatically with colleagues, staff and customers at all levels and make decisions relating to the catering service provided on-site.
- Dependable, flexible, self-reliant, trustworthy, pro-active and self motivated with the ability to motivate others. Cool and calm under pressure. Flexible in understanding and dealing with others but tough enough to see issues through.
- Ability to deal with unforeseen problems and circumstances. Capable of accepting responsibility and accountable for own actions, and of staff under their control.

Structure:



Special Knowledge Requirement.

	Essential
Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.	
Ability to prepare, cook and present food to a high standard.	x
Ability to read, understand and comply with written instruction, record keeping and information returns: Procedures, COSHH information, Health & Safety information, Fire Safety information and Food Safety information, Stock Taking, Trading Information. (Must demonstrate the numeracy and literacy required to fulfil the role)	x
Lead and develop a high performing kitchen team, directing staff whilst setting high operational standards. Developing and encouraging staff to fully engage and participate in meeting service standards and key performance measures.	x
Able to work on own initiative and as part of a customer focused team, with a hard working, positive helpful disposition and a “can do” attitude.	x
Able to prioritise, plan, schedule tasks, delegate etc in order to meet service deadlines and to ensure timely and accurate information returns	x

that meet set deadlines.	
Familiar with and able to use an electronic tablet or smart phone type technology.	x

Relevant experience requirement:
Relevant experience in large scale catering.
Supervisory experience within a large kitchen environment.
Experience of catering book-keeping and cost control.
Experience of working to budgets and financial targets.
Relevant professional qualifications requirement:
NVQ Level 2 in Food Preparation (Essential) or equivalent i.e. City & Guilds 706/1 & 2
NVQ Level 3 Food Hygiene Certificate (Essential)
NVQ Level 2 or 3 Management (Desirable)
Core Employee competencies to be used at the interview stage.
Carries Out Performance Management
Covers the employee's capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.
Communicates Effectively
Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information.
Carries Out Effective Decision Making
Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.
Undertakes Structured Problem-Solving Activity
Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships.
Operates with Dignity and Respect
Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.
Working Conditions:
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.
Special Conditions:
<ul style="list-style-type: none"> • DBS Enhanced Check with Barred List required. • To attend for extra cleaning days as required by the needs of the service. • Occasional out of hours working, including parent evenings, functions and attendance at UCM Team Briefings. • Full participation in ongoing Personnel Development as required by the service. • Flexible in work location, willing to work in any school within a two-mile radius, sometimes at short notice. • No work-related issues or pictures to be raised in social media

Compiled by: Paul Charity Date: July 2015	Grade Assessment Date:	Post Grade: UCM 1 = Band 4 UCM 2 = Band 5 UCM 3 = Band 6
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GRADE: Determined By Job Dimension & Scope of Decision Making:	
UCM 1	<ul style="list-style-type: none">• Manages 1 to 9 notional staff in a small to medium Primary school.• Works within a quality management system, the majority of service planning completed up to one week in advance.
UCM 2	<ul style="list-style-type: none">• Manages 10 to 49 notional staff in a large Primary or small Upper school.• Works within a quality management system, the majority of service planning completed up to one or two weeks in advance.
UCM 3	<ul style="list-style-type: none">• Manages 10 to 49 notional staff in a very large Primary, multi site Primary or large Upper school.• Works within a quality management system, the majority of service planning completed up to a month in advance.