

Job Title	Chef Manager
Division/Location	Norse Catering
Reporting to	Account Manager
Weekly Hours	40 hours per week
Grade/Salary	£27,197.28 Per Annum

Job Description
<p>The Role:</p> <p>This post requires an organised individual to implement balanced and nutritious menus, whilst leading, managing and developing the on-site catering team.</p> <p>The role will require efficient planning and delivery of daily service, including 'hands on' catering input to ensure customer expectations, food, hygiene, and quality standards are met within stated budgets, client specifications and Service Level Agreements (SLA).</p>
<p>Main Responsibilities:</p> <ul style="list-style-type: none"> Managing the catering budget, ensuring monthly targets are met in line with company budget and attending monthly finance reviews with the Account Manager. Managing all daily cash and cashless on-site transactions, completing monthly trading returns, hospitality, and tenant billing. Overseeing and assisting the catering team with the day-to-day preparation, cooking, serving and displaying of food and beverages and any other hospitality requirements offered in line with the Catering Budget and SLA. Managing kitchen staff and all resources in a manner that delivers an efficient and effective catering service. Managing the day-to-day catering services provided across the site, including supporting with development of menus, and producing a meal and offer in line with the SLA. Complying to HACCP, COSHH systems, and implementing Policies and Procedures as outlined in the Catering Operations Manual. Managing Allergen and labeling policies within the business. Continuously reviewing the offer and service systems, ensuring all needs are met and exceeded, utilising innovation means of service delivery. Ensuring Health and Safety Regulations are strictly observed at all times, in consultation with the Catering Compliance Manager and in line with the Group's Health and Safety Policies and Procedures. Overseeing and maintaining stock levels and ordering of new supplies, using our kitchen management software – Cypad. Continuous monitoring of quality standards across the catering service with support from the Account Manager. Keeping abreast of trends and development in the catering (and care) industries that impact on menus, consumers tastes and management issues, ensuring general personal development, and the development of your team. Responsible for the management of the Catering Team, supporting individuals to provide effective and pro-active management.

Approval/Review Date			
Approved by Operations Director:		Date :	
Approved by HR Director:		Date :	

- Ensuring that the performance of all staff is assessed against set standards and that the individuals receive regular supervision and appraisal to the standards prescribed by the Group.
- Promoting and encouraging healthy food choices through innovative thinking and displays with support from the Brands and Marketing Manager. Ensuring our 'brand' is alive within the business with menu development and delivery of regular themed menus and promotional offers.
- Supporting with recruitment within the Catering Team.
- Developing and supporting the Catering Team with E-Learning and on job craft training.
- Managing staff rotas and annual leave entitlement for your team.

Other Duties

The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager, including:

- Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as required.
- Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards.
- Demonstrating personal commitment to the Norse Way CSR Strategy.

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Qualifications/ Knowledge/ Training	NVQ Level 2 in Hospitality and Catering or equivalent.	Essential	AF
	A formal intermediate Management Qualification.	Desirable	AF/I
	Intermediate Food Hygiene qualification.	Desirable	AF/I
	Awareness of Legal and Procedural requirements withing a catering unit.	Desirable	AF/I
	Good understanding of food costs.	Desirable	AF/I
Experience	Experience in a 'hands-on' kitchen, food preparation and service role in a busy hospitality service environment.	Essential	AF/I
	Proven track record of delivering high standards of service attention to detail.	Essential	AF/I
	Experience of supervising and training staff in a Team Leader or Supervisor capacity.	Essential	AF/I
	Previous experience in a similar site.	Essential	AF/I
	Barista knowledge.	Desirable	AF/I
Skills/Abilities	Excellent interpersonal skills.	Essential	AF/I
	Po-active approach to maintaining excellent customer service.	Essential	AF/I

Approval/Review Date			
Approved by Operations Director:		Date :	
Approved by HR Director:		Date :	

	Organised approach to tasks and priorities with strict deadlines.	Essential	AF/I
	Flexible and adaptable to take on a variety of tasks.	Essential	AF/I
	IT skills including a basic competency in Word and Excel.	Essential	AF/I
Other Requirements			

General
<p>Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.</p> <p>It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.</p> <p>The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.</p> <p>We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.</p>

Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

Quality – We strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.

Innovation – We embrace new ideas and have the courage to be creative so our services are delivered in the most effective and safe way possible.

Respect – We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.

Trust – We want to be a trusted provider, partner and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it

Approval/Review Date			
Approved by Operations Director:		Date :	
Approved by HR Director:		Date :	