



HERITAGE
PORTFOLIO



BY APPOINTMENT TO
HER MAJESTY THE QUEEN
SUPPLIER OF CATERING SERVICES
HERITAGE PORTFOLIO LTD
EDINBURGH

Job Description

JOB TITLE: Head Chef

LOCATION: V&A, Dundee

REPORTS TO: Executive Head Chef / General Manager

Objectives:

- To be the figurehead for the kitchen operation, providing for all outlets a suitable food offer that supports the branch and consistently exceeds the expectations of all customers and visitors.
- Set & maintain an exceptionally high standard of food quality in terms of taste, presentation & service
- Create and maintain a working environment which meets all current legislative responsibilities.
- Ensure effective and acceptable lines of communication between the Kitchen Brigade and all other catering staff.
- Create and maintain a safe, happy and committed working environment for the kitchen brigade, with an emphasis on development for all kitchen team members.
- Manage key financial lines of the P&L to achieve budget, and look to improve budget where possible. This management will include all kitchen expenditure as well as fixed and variable payroll.
- Provide innovation and new product ideas, and where practicable, use and promote local ingredients and suppliers
- Along with the Catering Management Team and the client, create and maintain a venue that attracts customers as much for the food as for the music.
- Working alongside the General Manager, look to win an Industry Award

Working Relationships:

- Catering Management Team – General Manager, Restaurant Manager
- Chef Brigade – Senior Sous Chef, Sous Chef, Junior Sous Chef, Commis Chefs, Apprentice Chefs and Kitchen Porters
- Centerplate Management Team - Development Chef, Operations Director, Commercial Accountant
- Branch Management Team
- Maintain close working relationship with Centerplate Head Office, and the Procurement and Accounts Departments, Human Resources and Training Manager.

Duties & Responsibilities:

- Ensure the kitchen delivers a high quality food service at all times
- Attend focus groups and management meetings as required
- Ensure that financial targets are met or exceeded each month. Work with the Catering Management Team and the Kitchen Brigade to ensure dry Cost Of Sales are being achieved through pro-active stock control and look to reduce kitchen wastage at all times.

- Ensure that all Health & Safety legislation is carried out correctly and recorded as necessary. This includes all HACCP and COSHH responsibilities, as well as EHO visits, Fire Evacuation Procedure, First Aid At Work and ensure safe working practices at all times. Maintain a focus on food allergens and customer information.
- Achieve a minimum 85% compliance with annual European Safety Bureau (ESB) audit, and a 5 star “scores on the doors”
- Ensure that all on site Risk Assessments are up dated and reviewed as necessary. Ensure the Kitchen Brigade are trained on all necessary legislative aspects of the kitchen.
- Ensure that all members of the kitchen brigade at both sites are fully aware of and achieve their objectives
- Ensure a focus on client needs and feedback, and ensure that any food queries or complaints are dealt with promptly and professionally
- Be responsible for food GP achievement and ensure all menus meet desired GP levels.
- Management of all kitchen specific Centerplate information, including internal systems such as Indicator and Intranet
- Recruit and induct Chefs in conjunction with the Executive Chef, General Manager & HR.
- Management of the Chef Induction Programme for all new starters
- Ensure all equipment under your supervision is maintained in working order and kept clean, has clear operations instructions, is safe and secure with any issues being reported at the first available opportunity, and that all staff are regularly retrained on use of equipment.
- Plan and advise on the purchase of new equipment
- Keep records of any equipment maintenance required, and update the asset register as necessary.
- Ensure all incoming stock is received, checked off against the invoice and rotated with existing stock as necessary.

Teams & Training

- Assist in the review and development of Standard Operation Procedures (SOPs) as necessary
- Assist in the recruitment, induction, training and management of all new catering team members
- Design and implement a training calendar for the Kitchen Brigade, including refresher training on all H&S legislation as necessary. Liaise closely with the Centerplate Training Manager to ensure all team members are aware of available training.
- Develop the Kitchen Brigade to enhance their skills and maintain motivation. Refer to the annual appraisal system and review the development throughout the year.
- Undertake regular job reviews with all directly managed team members
- Hold regular team meetings and briefings to discuss H&S issues and current trends, etc..

Admin

- Ensure effective rota management, and work closely with the management team to manage the costed rota for the whole catering team, achieve the % cost to turnover as required on a weekly basis
- Direct and motivate the kitchen brigades, delegating and communicating responsibilities effectively, utilising weekly management meetings, briefings etc. setting goals, deadlines and procedures.
- Ensure accurate and timely payroll information
- Ensure any sickness issues are recorded and reported immediately
- Ensure daily briefings are carried out between the kitchen and FOH.
- Follow all company policies and procedures

Qualifications and essential experience:

- Catering Qualification – minimum NVQ Level 3 (or equivalent)
- Food Safety Qualification – minimum Intermediate Level
- IOSH Managing Safely (desirable)
- First Aid At Work (desirable)
- Catering for high profile events and large events
- Full responsibility for writing and costing menus and food offers aimed at all levels
- Experience of all sections of the kitchen in a restaurant environment
- Experience of a busy restaurant with ability to feed 100 covers in two hours
- Experience of designing dishes and menus based on current allergen legislation

Knowledge, Skills and Attributes:

- Natural creative and innovative flair with a genuine love of food and an eye for detail
- Broad ingredient knowledge, as well as knowledge of local food trends and history
- Awareness of site capabilities
- Excellent man management skills, with a desire to share knowledge and best practises
- Must have both collaborative and directive management skills
- Must have outstanding communication and presentation skills, including the ability to listen
- Knowledge of Excel, Word and Microsoft Outlook
- Industry awareness from high street to high end restaurants, and be aware of competitors for benchmarking purposes.
- Ability to multi-task
- Professional, motivated, driven, flexible and enthusiastic
- Works consistently to high standards
- Ability to work on own initiative and under pressure
- Ability to innovate solutions and prioritise workload
- Strives to continuously learn & develop self and team
- Completes and finishes projects and tasks on time and to brief
- Able to build and maintain a close working relationship with suppliers and the procurement department
- Ability to demonstrate a passionate food culture to clients and peers

This is a challenging but exciting role, where your passion for seasonality and creativity has a true chance to shine. In turn, we offer a competitive rate of pay as well as development opportunities and numerous staff benefits.

Who are we? We are Heritage Portfolio Limited, a specialist caterer working in buildings of distinction. We currently operate the cafés at Scottish National Portrait Gallery, Gallery of Modern Art One and Two, Stables Tea Room, Colonnades at the Signet Library and Café 1505 at The Surgeons Hall.

If this opportunity sounds right for you we would love to hear from you. Please send your CV and a covering letter detailing why you are right for this role.

Please note the following when applying;

- Heritage Portfolio is an Equal Opportunities Employer.
- We are unable to acknowledge all applications, only those selected for interview will be contacted.
- If you have not been contacted within four weeks of applying, you unfortunately have not been selected for interview.
- Only those with a right to work in the UK will be considered.