

# **ST ANDREW'S HOSPICE**

## **JOB DESCRIPTION**

**Job title** : Head Chef  
**Department** : Catering  
**Reports to / Line Manager** : Catering & Hospitality Manager  
**Pay Range** :

### **Purpose of Job**

Responding to patients' and customers' individual needs, ensure that high quality, appetising food is prepared in a safe, hygienic environment in line with policies & procedures.

To work as an active and flexible member of the team to ensure the smooth running of the catering environment.

Training, mentoring and Development the catering team, identifying areas of improvement, best practice and progression.

Effective management of the kitchen.

The post holder will be required to work flexibility to meet the needs of the business.

### **Main responsibilities**

To manage the operational running of the kitchen environment and volunteers on a 'day-to-day' basis.

To build, develop and motivate catering staff and volunteers to deliver a consistently high level of quality and professional customer service at all times

To support the Catering & Hospitality Manager maintain an effective rota ensuring a seven day a week service.

Ensure patient's individual needs are met by being responsive to requests & dietary requirements.

Work closely with clinical staff to ensure patients medical and cultural requirements are catered for.

Promote a flexible approach to meal provision in line with individual patient care ethos of the hospice.

Advise on special dietary requirements and take these into account when preparing meals for patients, staff and visitors.

Check food being served for quality, quantity and presentation for patient, customers and functions, all within set timeframes.

To support Catering & Hospitality Manager with costing meals and producing menus and price lists for staff and visitors.

Ensure the hygiene and cleanliness of the kitchen, its machinery and equipment is maintained to a high standard at all times.

Ensure food is stored, prepared and disposed of in line with Food Safety regulations.

Complete and maintain department records and checklists as required. Ensure that all temperature charts and cleaning schedules are up to date to comply with Food Safety regulations.

Ensure that all commodities are used economically and according to any specified procedures, and that waste is kept to a minimum.

Maintain a high standard of personal hygiene, wearing a clean hospice kitchen uniform each day, according to Hospice policy, ensuring a high standard of personal hygiene and ensure personal protective equipment, e.g. hats are worn at all times.

Ensure meals provided are prepared to a high standard.

In liaison with the Catering & Hospitality Manager ensure all food orders are delivered in a timely manner.

Check and agree all catering deliveries prior to signing acceptance.

Report any breakdown or defects in equipment or premises to the Facilities Manager.

Observe safe working practices generally and in accordance with policies & procedures: stop unsafe practice and report to Catering & Hospitality Manager.

Report any incidents and/or accidents via the Hospice's Incident & Near Miss reporting procedures.

To ensure the highest standards of kitchen hygiene are maintained at all times and ensure adherence to all statutory regulations.

To provide cover as required by the catering department in any other area in case of sickness or holiday.

To support the development the commercial side of the Coffee Retreat Café, and attend external events as and when required.

To develop personal knowledge and expertise and undertake further training as appropriate. To share knowledge and teach by example.

To participate in team meetings and other meetings as may be necessary from time to time, liaising with and promoting productive working relations with all departments in the Hospice.

### **Management of People**

**Direct:** Deputise for Catering & Hospitality Manager as and when required.

**Indirect:** Catering Team AND Volunteers within the Catering Department. Events team.

### **Contacts & Relationships**

- Regular contact with staff, volunteers and senior managers to ensure optimum service levels.
- Attend bi-monthly meetings with departmental staff, which may be on an informal or formal basis.
- To act as a point of reference for Hospice managers and staff for departmental queries.
- To develop, implement and manage all processes to satisfy the requirements of the Hospice policies and procedures, the Care Quality Commission regulations and standards, and the Environmental Health requirements.
- To continually improve systems of communication within the Hospice, by means of personal contact, written communications and meetings.

### **Resources**

- Make recommendations to the Catering & Hospitality Manager for budgetary requirements.

### **Person Specification**

#### **Qualifications**

##### Essential

- At least 2 years' experience in Chef Management position or Senior Sous Chef
- Food Hygiene Certificate Level 3 or working towards.
- HNC, City & Guilds 706/1 | 706/2 Catering, NVQ Level 3 or equivalent.
- HACCP awareness.

##### Desirable

- Advanced Food Hygiene Certificate
- Food hygiene trained
- Working in a health care setting
- First Aid Qualification

## **Experience**

- Extensive experience in a catering setting
- Proven management experience
- Experience in health care setting is desirable

## **Knowledge/Skills**

- Knowledge of dietary, allergens and nutritional values relevant to health care.

## **Qualities**

- To be receptive to change and to act as a change agent.
- Ability to maintain excellent rapport with patients, colleagues and visitors to the Hospice.
- Demonstrate sound leadership resulting in motivation within the catering team.
- To demonstrate a calm and logical approach to problem solving.
- To consistently demonstrate a dedicated approach to the quality of patient services in a constructive and efficient way.

## **General**

**To maintain confidentiality at all times.**

**Policies and Procedures** – The post holder must carry out his/her duties with full regard to all relevant Policies and Procedures. The post holder will remain responsible and accountable to any professional body and professional code of conduct appropriate to the role.

**Other Duties** – The duties and responsibilities in this job description are not restrictive and the post holder may be required to undertake any other duties, which may be required from time to time. Any such duties should not however substantially change the general character of the post.

**Contribution and Development Review** – The post holder should proactively assess his/her own development needs and seek out development opportunities, which will enable enhanced contribution to meet the objectives of the Hospice Business Plan, always following the 'Staff Development and Contribution' process.

**Equality and Diversity** – The post holder must carry out his/her duties with full regard to the Hospice's Equality and Diversity & Inclusion Policy.

**Health and Safety** – The post holder must carry out his/her duties with full regard to the Hospice's Health and Safety Procedures.

**The managerial and clinical philosophy of the Hospice is based upon a multi-disciplinary approach. Staff regardless of grade or discipline are required to participate in this concept. The role of volunteers is integral with the work of St Andrew's and paid staff are required to underpin this in their attitude and actions.**

**All staff must be sympathetic to and able to project the philosophy and concept of hospice care**

The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.

St Andrew's Hospice is very much a community and all members of staff are encouraged to support the various social and fundraising events which are part of its day to day life.

An extract from the summary of the Health & Safety at Work Act 1979 stated:-

**“Employees at Work: It is the duty of every employee while at work to carry out their work in a manner which is safe and free from risk to the health of himself/herself and other persons who may be affected by his/her acts or omissions. It is an employee's duty to assist and co-operate with his/her employer in complying with any relevant statutory regulations imposed on his/her employer”.**

This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) “Manager” and the post holder. A job description review automatically takes place as part of the Contribution and Development Process.

<u>Signature</u>	<u>Date</u>
Prepared by	
Confirmed by.....	.....
Received by.....	.....
Name (Print).....	.....