

# Head Chef

**WYCOMBE  
SWAN**

Job Description  
Person Specification

August 2017

**Wycombe Swan** is one of 12 venues within HQ Theatres & Hospitality's (HQT&H) current portfolio of regional theatres and concert halls. HQT&H currently manages 18 auditoria on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. Last year HQT&H programmed a total of 2,354 shows which attracted attendances of over 1.5 million.

HQ Theatres & Hospitality (HQT&H), the UK's second-largest venue operator, is a division of Qdos Entertainment Ltd, one of the largest entertainment Groups in Europe.

**Wycombe Swan** is a vibrant and dynamic place to work - a venue which presents some of the best music, theatre and comedy in the country. We always provide our staff with the best opportunities to train and develop within the organisation.

As well as aspirational plans to build audiences through high quality programming in our three distinct spaces (Swan Theatre, Town Hall, and Oak Room), we have key targets to drive the commercial success of the business through offering exceptional service to our customers. We want all visitors to the Swan to be able to enjoy World Class Service and this role will be a vital part of delivering this aim.

- Employment type:** Full Time
- Salary:** c.£30,000 p.a. dependent on experience
- Hours:** 40 per week over 5 days out of 7, subject to variation to meet business requirements. Working hours will include evenings, weekends and Bank Holidays
- Work location:** You will be based at Wycombe Swan Theatre & Town Hall and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
- Purpose of the role:** By developing and in-depth understanding of our shows, events and patrons, you will be responsible for leading the kitchen team in the delivery of an innovative, profitable, first-class food strategy and service.
- Our ideal candidate:** An experienced, hands-on kitchen leader with a genuine zest for great, forwarding thinking food and the drive to successfully develop the food offer, kitchen team and the business.
- For an informal discussion contact:** Toby Sharman ,Executive Chef  
Email: [tsharman@hqhospitality.com](mailto:tsharman@hqhospitality.com)  
Contact Number: 07471037729
- Closing date:** Monday 11 September 2017, 12pm
- How to apply:** Send your CV and a covering letter to [admin@wycombeswan.co.uk](mailto:admin@wycombeswan.co.uk), with the subject line Head Chef Post. Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

## **REPORTING**

You will report directly to General Manager and Executive Chef

The posts you will line manage in this role include Sous Chef, Chef de Partie, Kitchen assistants & Kitchen porter.

## **KEY ACCOUNTABILITIES**

### **Strategic**

- In collaboration with the senior management team, meet overall business, profit and service targets through understanding and developing the venue's visions and aims.
- With the support of senior management, identify new business opportunities and develop appropriate plans and targets.
- In collaboration with the Company's Group Development & Support Chef, grow strong relationships with national and local food suppliers, securing consistency in food quality and competitive pricing.
- Actively lead and drive the ongoing development of the venue's food offer, quality and standards.
- Proactively keep abreast of and monitor market trends and developments through periodic benchmarking exercises, ensuring the venue's hospitality offer stands up among its competitors.

### **Operational**

- Successfully manage food production; maintaining consistent food standards and quality across all areas of the venue's food offer.
- Ensure all operational areas are properly prepared and stocked for every service.
- Ensure all equipment within the catering operation is adequately maintained through monitoring, due care and diligence.
- Ensure ordering is completed accurately with nominated suppliers and that stock control procedures are adhered to.
- Manage and update stock sheets with current market prices and new product lines.
- Organise, plan, lead and proactively contribute to department and other meetings as required.

### **Financial**

- Ensure all menus and food offers are accurately costed in order to achieve the venue's budget GP.
- Oversee service and product costs and regularly review price structures.
- Investigate shortfalls or overspends against targets and develop agreed measures to rectify variations, so that overall budgetary targets are realised.
- Undertake responsibility for achieving budget and wastage control targets through planning, management, intervention and reporting.
- Manage the department's procurement and purchasing of goods and services, ensuring best value and adherence to group procurement arrangements, where applicable.

### **Administration**

- Ensure efficient kitchen administration systems are developed and adhered to.
- Adopt a reactive and flexible approach to planning, prioritising and implementing day to day kitchen administration duties relevant to the job role.

### **Health & Safety**

- Ensure the venue always strives to achieve and maintain a 5 star EHO food safety rating.
- Ensure appropriate quality control measures and hygiene practices are at all times implemented and achieved in accordance with health and safety legislation and Company policy.
- In conjunction with the senior management team, ensure the Company's Health and Safety Policy is fully promoted and adhered to.
- Support managers in the dissemination, implementation and promotion of Company and local health and safety procedures and best practice.
- In accordance with the Company's Food Safety Management Policy, participate in the HACCAP procedure, ensuring correct adherence to the KRB, including cleaning rotas and closedown procedures.
- Ensure all department risk assessments are correctly undertaken, recorded, shared and stored.

### **Line Management**

- Effectively undertake all line management responsibilities including inductions, rostering, work performance, annual assessments, absence management, training and development.
- Ensure that objectives, targets and work performance standards are understood and owned by the kitchen team through appropriate communication and participation.
- Proactively motivate, manage and lead the kitchen team with the aim of achieving optimum contribution from each individual and continual focus on delivering excellent standards of service.
- Ensure the kitchen team is kept up to date with, and has access to the latest versions of Company policies, health and safety and other relevant information pertaining to their employment and job roles.

### **Recruitment, Training and Development**

- Ensure staffing levels are always appropriate to meet business and service requirements.
- Effectively manage all kitchen recruitment and on-boarding in collaboration with senior management and the venue administrator, with the aim of always attracting and engaging the best available talent.
- Effectively plan and co-ordinate training, development and learning requirements of the kitchen team, with an emphasis on quantity/quality controls and presentation.
- Promote sharing of skills and knowledge throughout the kitchen team.
- Undertake personal training and development relevant to the successful execution of the job role.

**Other Responsibilities**

- Dress in accordance with Company policy and as appropriate for the job role, wearing protective clothing where issued and as instructed.
- At all times, act as an ambassador for the venue and HQT&H.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

## **PERSON SPECIFICATION**

In order to be considered for this post you will need to evidence and demonstrate:

### **Experience**

- A professional background within a hotel, large scale contract catering and/or conference and events environment.
- Proven experience as a successful manager, leader and motivator of a busy kitchen team.
- Proven experience of preparing and successfully delivering a high standard food offer and service within a quality, fresh produce-focussed operation.
- Sound experience in preparing costings, menu planning, ordering, budget control and maintaining accurate financial records.
- Experience of successfully recruiting, engaging and managing chefs and kitchen support staff.

### **Skills**

- At least a basic level of competency using Outlook, Word and Excel.
- The ability to communicate effectively with colleagues, the public, stakeholders and industry professionals.
- A proven ability to understand and work with budgets, accounts and other financial data relevant to the successful execution of the kitchen operation.
- Competency in the efficient execution of kitchen administration alongside the daily kitchen operation.
- Excellent organisational and planning skills and the ability to delegate effectively to others.
- That you are a team player who leads from the front.
- The ability to work calmly and effectively in a pressurised work environment.

### **Knowledge**

- A working knowledge and understanding of all current Food Hygiene and Health and Safety legislation, rules and regulations.

### **Qualifications**

- Food Hygiene and COSHH accreditation.
- At least NVQ Level 2 or similar.

### **Attitude**

- A desire to deliver an excellent customer experience.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues, peers and partnerships.
- A presentable, professional and approachable manner which sets an example for others to follow.
- A willingness to work evenings, weekends and/or Bank Holidays.
- A desire to undertake training, learning and development relevant to the job role.

**Desirable**

- Advanced level Food Hygiene qualification.
- Experience and an understanding of undertaking kitchen risk assessments.
- Qualification to NVQ Level 3 or similar.
- Health and Safety for Managers, or similar training qualification.
- Train the Trainer qualification and/or experience of delivering effective in-house training.