**Lead Chef**

(Hands on Role)

**Ullswater and Howtown Centres**

#### Salary: £27,508 per annum

**Hours per week: 40. Permanent position.**

**The Outward Bound Trust (OBT)**

The Outward Bound Trust is an educational charity that for over 70 years has used outdoor experiences and challenges to help and develop young people. The Trust has six centres, including a dedicated corporate learning and development centre at Eskdale. The Trust is unique in the UK in terms of the impactful programmes that we offer, the inspiring and challenging environments that we operate in, and the expertise and qualifications of our staff.

**Job Overview**

The catering department is a valuable component in ensuring a quality visitor experience is provided at the centre.

The catering provision supports OBT residential courses, operational and hospitality needs. You will work with and lead a team of chefs and support staff of 8 and provide catering for approximately 220 people a day between two centres. This role reports to the Head of Hospitality (HoH).

**Job Description**

To provide support to the Head of Hospitality in ensuring an excellent catering provision is supplied according to current legislation in a safe and clean environment.

**Responsibilities**

* Inspire and oversee the food production and service team
* Prepare, cook and serve food and beverages
* Ensure high quality preparation, production and service of food and beverages
* Ensure the correct storage, usage, and allocation of all food products
* Recover and dispose of food products according to legislation
* Oversee all aspects of Health & Safety and food hygiene
* Work with other departments and directly support when required
* Be a great communicator and co-operative team member with colleagues, line managers and customers
* Work towards achieving The Trust’s environmental objectives
* Work towards achieving The Trust’s strategic plan.

**Leadership**

Everyone can be a leader

* Lead the catering team by example
* Be capable of interpreting current strategy to your team

**Food production**

* Ensure all catering staff on shift are aware of Outward Bound policies
* Effective menu planning - maximising usage, minimising wastage whilst using seasonal and local produce where possible
* Order, purchase and stock control of all food and beverages
* Ensure dishes are prepared to standard recipes in order to ensure consistency, food cost and customer satisfaction
* Maintain high standards of presentation and display at all times

**Customer Care/Safeguarding**

Provide a high standard of customer care so that the impact of our courses is enhanced by your actions.

* Provide a high quality service and ensure high standards of presentation and display of food at all times
* Assist customers with queries in a professional courteous and friendly manner so that customer care standards are exceeded
* Ensure you have a full understanding of any customer special dietary requirements and needs
* Ensure safeguarding training of the staff team is completed during induction and is updated annually and support the wider operation in the centre ensuring a mentality of safeguarding is followed.
* Be the friendly face of the OBT catering provision.

**Finance**

**Ensure accounts conform to OBT prescribed budgets**

* Provide accurate budgetary information to the accounts team
* Continually assess catering procedures to identify potential savings
* Work with the HoH & Head of Centre (HoC) in providing future budgetary forecasts

**Health and Safety, Food Hygiene, and Allergies/Dietary Requirements**

* Oversee all aspects of Health and Safety and work with the HoH to ensure compliance
* Ensure the maintenance of a high standard of personal and food hygiene as required by the OBT Food Safety Policy and Food Safety Act 1990
* Carry out record keeping as necessary to ensure compliance with Food Safety regulations
* Deal with suppliers and deliveries and ensure the correct storage of commodities
* Complete all associated training as required
* Ensure OBT medical and allergy policy is adhered to
* Promote and ensure any allergen/special dietary needs and requirements for customers are communicated effectively

**Personal Specification**

You must be able to demonstrate experience of working effectively in a small team with minimal supervision and have previous experience in dealing directly with customers, and be able to demonstrate excellent customer care skills, solve problems and show proactive behaviour.

Essential and desirable: knowledge, skills, experience and personal attributes are set out below:

**Knowledge, skills, and experience**

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| --- | --- |
| Practical production of high quality, home-made food using fresh, local / regional and seasonal ingredients | Essential |
| Have previous Chef experience | Essential |
| Full working knowledge of dietary and allergy requirements | Essential |
| Intermediate Food Hygiene Certificate or equivalent | Essential |
| Full working knowledge of Health & Safety / Food Safety regulations, procedures and working practices (COSSH, Risk Assessment, Manual Handling, Accident Reporting, etc) | Essential |
| Responsibility for, and management of, food safety and general health and safety monitoring, auditing and compliance | Essential |
| Interpretation of (financial) data to assist planning, assess performance and guide decision making | Essential |
| Menu planning and development | Essential |
| Taken responsibility for stock control systems, cost control and margin enhancement procedures | Essential |
| Rota planning & labour control | Essential |
| Use of computer based systems for stocktaking, invoice processing, dish costing, etc | Essential |
| Able to delegate and manage achievement of tasks through others | Essential |
| Kitchen management experience with line management and formal team development and training responsibility | Essential |
| Current First Aid Certificate | Essential |
| Worked within similar or greater turnover / volume establishments | Desirable |
| Food preparation & cooking qualification | Desirable |

**Personal Attributes**

|  |  |
| --- | --- |
| Be passionate about food | Essential |
| Care for and believe in the value of developing young people | Essential |
| To be smart at all times and have a high level of personal hygiene | Essential |
| Be customer focused, polite and courteous | Essential |
| Be dependable and flexible with a willingness to help and take process authority | Essential |
| Be reliable and have good timekeeping | Essential |
| Demonstrate professionalism and contribute to a positive work environment. | Essential |
| Have excellent attention to detail | Essential |
| Have an approachable mindset when working with others. | Essential |

You must be able to demonstrate a proven ability and continue to work efficiently in the majority of the above tasks.

**Other**

The post holder will also be required to undertake an enhanced disclosure under the Disclosure and Barring Service.

There is a 3- month probationary period from the employee’s start date.

**Benefits**

* Annual Leave of 24 days increasing by one day each year to a maximum of 30 days, plus bank holidays
* Life Assurance: 3 x salary, covered from start date; includes Employee Assistance helpline
* Long-term Disability Insurance: 2/3 salary less state incapacity benefit after 6 months’ absence for up to 5 years, covered from start date
* Personal Accident Insurance while at work or commuting
* Employee assistance programme Unum: In the form of an app, with easy access to medical and mental health support. Ranging from instant GPs appointments to physio or counselling services
* Healthcare plan: cash plan currently with Medicash: on application after completion of probation; taxable benefit
* Sick pay: 8 weeks at full salary in any 12 month period
* Pension Scheme (currently Standard Life): Auto-enrolment of all staff after 3 months service
* Berghaus uniform items provided.  Also, opportunity to purchase Berghaus products at discount
* Discounted course fees for family members to attend Outward Bound Trust courses (after 12 months service).

**How to Apply**

If you have any questions or are ready to apply, please send us an email with your up to date CV to Grahame by 9am Friday 13 October 2023: grahame.devine@outwardbound.org.uk.