



## Job Description

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### Kitchen Manager / Chef

**Grade:** 8

**Directorate:** Operations

**Location:** WWT Slimbridge Wetland Centre

**Reporting to:** Trading Manager

**Main function of post:** To create, develop and manage an inspirational catering environment that consistently delivers a high standard of food that contributes to an excellent visitor experience. You will be managing the kitchen and taking responsibility for the food that leaves our kitchen and kiosks, cooking our seasonal menus and ensuring everyone in the team adheres to safety regulations and food safety management system.

**Supervisory responsibilities:** To manage members of the kitchen team.

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### Responsibilities of the post

1. To provide leadership to all staff within the kitchen team enabling every team member's contribution to be maximised by ensuring that the appropriate levels of direction and support are provided through professional line management in line with WWT's people frameworks.
  - To positively lead the team, setting and promoting high standards of service, conduct and professionalism.
  - To assist with training and development of staff to ensure required standards are met and tasks can be delegated.
  - Consistently monitor standards.
  - Oversee production of the kitchen rotas to ensure staffing levels accurately reflect the business needs and do not exceed agreed monthly budgets.
  - To ensure excellent communication throughout the catering team and with the other departments in the centre.
  - Uphold the ethos and mission of WWT at all times
2. To ensure that a consistently high standard of food is available within the Kingfisher Kitchen and all kiosks throughout the day, adapting quickly to changes in customer flow and responding to changing visitor requirements and feedback.

3. Responsible for assisting the Trading Manager in ensuring full compliance with Food Hygiene and H&S legislation, including:
  - Ensuring all catering staff are trained to required standards.
  - Food temperature safety checks are carried out and accurate records kept.
  - Food is displayed according to current food legislation and maintenance records are kept.
  - Kitchen cleaning schedules are adhered to accurate records kept.
4. Support the Trading manager to implement and maintain a varied, exciting and appealing seasonal offer that reflects the WWT brand within the desired price points using seasonal, ethically sourced high-quality ingredients.
5. Optimise financial performance to increase profitability by adhering to agreed costings and reduce waste by accurately managing portion control and stock in line with WWT systems and procedures, ensuring that all waste is disposed of responsibly in line with WWT recycling policies.
6. To ensure that all dishes produced adhere to agreed allergen profiles and that any changes to ingredients are accurately recorded.
7. To ensure the health, safety and wellbeing of everyone in your team is an integral part of how they work, creating a safe environment for staff, volunteers and visitors by implementing WWT's health and safety policies and guidelines
8. To be responsible for ensuring that your team engage with the WWT Sustainability Statement being aware of negative environmental impacts and incorporating sustainable ways of working within your team.
9. To ensure that your team engage and interact with our visitors and supporters in a positive way, shaping unforgettable experiences and helping them understand and connect to wetlands.

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

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**Date raised:** March 2022

**Amended:**

# Person Specification

## 1. Qualifications

### ***Essential:***

- Educated to A level standard or equivalent industry recognised qualification in Catering (HND/ City & Guilds)
- Level 3/ Intermediate Food Hygiene Diploma

### ***Desirable:***

- Level 4/ Advanced Food Hygiene Diploma
- Recognised Health and Safety qualification
- Management training qualification
- First Aid qualification

## 2. Experience

### ***Essential:***

- Significant experience of managing a high volume, fast paced commercial kitchen
- Experience of managing a FSMS
- Proven experience in managing budgets and financial controls such as cost margins
- Experience of menu planning and food presentation
- Previous experience of team management

### ***Desirable:***

- Experience of working within a visitor attraction
- Conference and banqueting catering experience

## 3. Managerial and Supervisory

### ***Essential:***

- Ability to determine priorities and set tasks
- Confidently able to train, motivate and engage your team (including volunteers)

### ***Desirable:***

- Experience in managing the life cycle of a team member to include:
  - Recruitment
  - Appraisals
  - Performance Management
  - Allocation of resource (permanent/casual staff and volunteers)
  - Submission of information to Payroll function

Your team	Number managed	Number supervised
Permanent Team	4	0
Casual Workers	2	0
Volunteers	0	0

## 4. Responsibility

### **Essential:**

- Legislative compliance of Food Safety Management Systems and Health & Safety Executive
- Responsible for management and organisation of the working environment
- Adhering to budgetary targets
- Team training and development

### **Levels of responsibility:**

Your responsibilities	Level
Expenditure (exc. payroll)	£255,000
Cash Handling	n/a
Assets (required for job, exc. buildings)	£1,000
Visitors (per annum)	287,000

## 5. Creative Ability

### **Essential:**

- Ability to plan for and adapt to seasonal trade/campaigns and promotions
- Results orientated

- A foodie – orientates their life around food
- Always looking for new opportunities
- Ability to think outside of the box
- A problem solver
- Committed to going the extra mile

***Desirable:***

- Visual merchandising and display

## **6. Contact**

***Essential:***

- Regular and routine contact with other departments
  - Regular contact with visitors
  - Contact with external suppliers, ensuring standards are delivered by suppliers and contractors
  - Working positively with central Commercial, Catering and Finance teams on an ad hoc basis
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## **General Notes**

This position will require work during evenings, weekends and public holidays to meet the needs of the post.