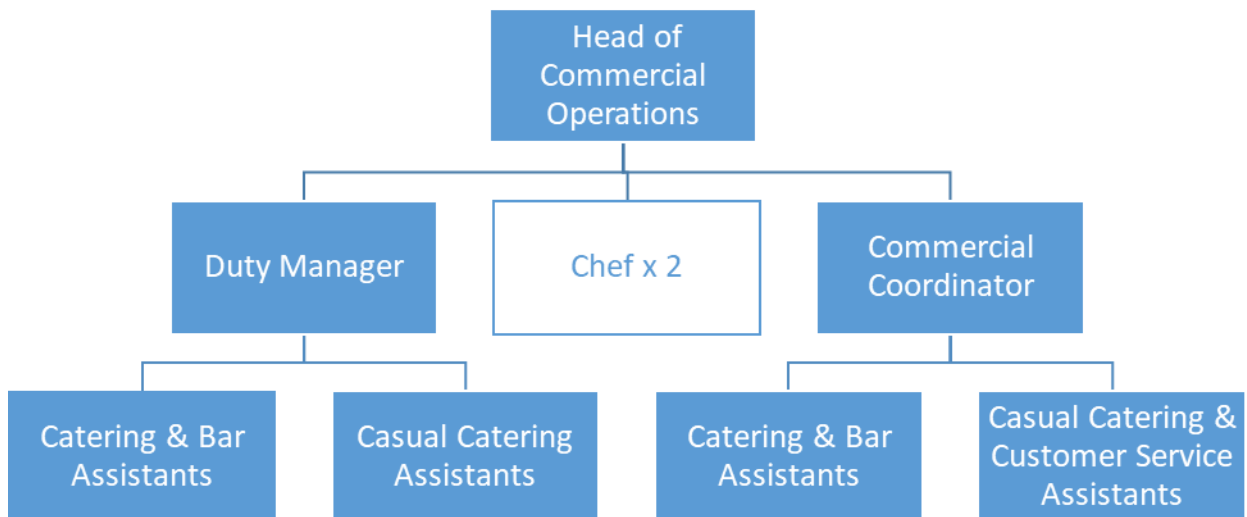


	<b>Job Title</b>	Chef
	<b>Department</b>	Commercial Operations
	<b>Grade</b>	L3
	<b>Reports to</b>	Head of Commercial Operations
	<b>Staffing Responsibility</b>	No
	<b>Organisation</b>	<i>Attached</i>

**JOB PURPOSE:**

To assist the Head of Commercial Operations in the overall management of the kitchens at various sites run by The Culture Trust within Luton. To ensure that the restaurants are operated in an efficient and effective manner; that all areas are clean, safe and presentable and that a consistently high standard of catering is delivered to our general visitors and corporate clients, ensuring food/personal hygiene regulations are adhered to at all times. Responsible for the delivery of excellent customer care at all times in order to achieve outstanding customer satisfaction and for the delivery of agreed Key Performance Indicators in line with the Business Plan.

**ORGANISATION CHART:**



<b>PRINCIPAL RESPONSIBILITIES:</b>		<b>%</b>
1	Prepare to a pre-set standard menu of high quality food currently for either the Hat Factory, Stockwood Discovery Centre or other The Culture Trust sites, including for special events and corporate bookings, preparing both hot and cold meals including ethnic, vegetarian and special needs requirements at all times ensuring quality service is maintained. Assist the Head of Commercial Operations in planning and developing menus and “specials” for the cafes as well as any specific requirements for menu development for hospitality and fine dining.	55
2	Ensure the proper observance of and compliance with health and safety procedures in order to safeguard employees and users of the service. Assist in the clearing, cleaning and washing-up within the kitchen, including “in-depth” cleaning, using any specialised products, equipment and methods authorised.	10
3	Direct the work of catering staff and trainees ensuring correct work methods and safety rules are followed. Deliver outstanding customer service to achieve excellent customer satisfaction at all times.	5
4	Responsible for the receipt of all goods, checking, issue and security of stores and the upkeep of relevant records and documentation.	5
5	Assist with sales as required, responsible for receiving and checking deliveries, securing and banking of cash and providing cover for events, sickness and holiday wherever possible. Ensure that all appropriate procedures are adhered to including The Culture Trust’s control procedures and financial regulations, especially with regard to cash handling and banking.	5
6	Provide assistance with special functions catering and any other catering services undertaken by the kitchen e.g. control the sales of snacks and beverages, operating cash till and cashing up at the end of the service session.	5
7	Assist with the setting up of the cafés, serve customers, supervise self-service of food providing replenishments as necessary and clearing of restaurant area.	5
8	Be an excellent advocate and supporter of the work and aims of The Culture Trust at all times. Support the work of colleagues and of the wider team when required and display a positive can-do attitude at all times.	5
9	Any other duties required by the Manager	5
<p><i>Please note these percentages are approximate and should be used for guidance purposes only. They may vary depending on staffing levels and place of work. This job description is not a definitive list of tasks – it is designed to give an overall view of the job and not to indicate what the sole requirements are for the post. Post holders will be required to perform other related duties as assigned.</i></p>		

**DIMENSIONS:**

**Supervisory Management:** Assist the Head of Commercial Operations and Duty Manager in the supervision of Catering Assistants and in their absence be responsible for their direction.

**Financial Resources & Responsibilities:** None

**Physical Resources:**

Responsible for the condition and security of heavy and light kitchen equipment, food stocks and other materials stores, dining room furniture and equipment and cash tills. Also the monitoring of the kitchen premises maintenance in respect of health and safety and food hygiene including any associated paperwork.

**Work Ethos:**

Respect colleagues and work together to achieve high standards of customer excellence in all our work. Produce reports against targets for budgets and performance KPIs to Leadership Team. Work flexibly and positively to achieve the business objectives of the Trust.

**Other:**

- Able to work across Trust sites when necessary to support other teams in order to meet the business requirements of the organisation.
- Able to work evenings and weekends as required and a working week of five days out of seven.

**Trust Objective:**

***Our vision is to be an award winning Cultural Trust providing exemplary public engagement with arts and culture.***

Established in 2008, the Culture Trust, Luton is a vibrant and progressive independent charity and our mission is 'to connect communities through culture'. We do this through our accredited museums, theatres, galleries, creative workspaces and Arts Centre in Luton. Pre-Covid we attracted over 285,000 visits per annum. We animate six sites: The Hat Factory Arts Centre, Hat Works Creative Workspace, Hat House Creative Workspace, Storefront Gallery, Wardown House Museum & Gallery and Stockwood Gardens & Museum. We present a multi-cultural and year-round programme of events, exhibitions, workshops and performances. We support creative talent and skills by providing opportunities, platforms and cultural career progression for young people. We care for a collection of over 2 million artefacts, 1.5 million photographs and maps and hold the most extensive and complete hat and headwear collection in the UK. We co-produce activity with our community, Museum Makers volunteers and team of cultural experts.

**Context:**

The post holder will support the Head of Commercial & Retail Coordinator to develop the cafés and new areas of business to benefit the sustainability of the cafés and development of the Trust's trading arm.

The Chef will play a major role in providing high quality refreshments to our general visitors, staff and corporate clients. The role will report to the Head of Commercial Operations, but is also expected to work closely with the Facilities team.

Where required the Chef will assist in the provision of culturally appropriate cuisine, which is prepared, cooked and served according to the appropriate religious or cultural methods.

**Trust Responsibilities:**

Post holder will ensure they deliver against the agreed Trust Responsibilities as set out in the **Team Responsibilities Grid** at all times.

**Trust Standards:**

Post holder will operate at a **Professional Standard** as outlined in the **Trust Standards Grid** at all times.

**Working Environment:**

Working across the kitchens at various sites run by The Culture Trust within Luton. At periods of cooking and serving food the kitchen environment is likely to have higher than normal temperatures, especially in hot weather.

**Equalities:**

The postholder will ensure that policies, procedures and activities for service delivery are revised and/or implemented in a way that supports equality for all. These activities should also reflect The Culture Trust's commitment to work in active partnership with the community to regenerate Luton and to improve the quality of life for all who live, work or visit the town.

## Person Specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E): without which candidate would be rejected

Desirable (D): useful for choosing between two good candidates

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable</u> criteria				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	Experience in catering with knowledge of food preparation, cooking and service	1,2	Experience in customer care	1,2
Skills/Abilities	Able to communicate with and supervise staff	1,2	Ability to perform administrative tasks	1,2
	Able to work co-operatively and effectively as part of a team to meet service demands	1,2	Able to operate a cash till	1,2
	Demonstrable competent level of cookery skills	1,2		
Equality Issues	Able to identify some types of discrimination that commonly exist	1,2		
Specialist Knowledge			Basic knowledge of the principles of nutrition	1,2
Education and Training	Basic Food Hygiene Certificate or equivalent	1,2		
	Basic knowledge of food and personal hygiene, kitchen safety legislation	1,2,4		
	City & Guilds 706/1, 706/2 or equivalent	1,2		
	NVQ level 1 or equivalent	1,2		
Other Requirements	Able to lift catering equipment, up to 20kilos, on a frequent basis	1,2		

**(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)**

**NB:** This job description reflects the requirements of the Culture Trust. The role and duties of the post are subject to change in line with the future development of the Culture Trust. The Culture Trust reserves the rights to make such changes as are necessary and any changes required will be discussed with the post

holder as appropriate.

We will consider any reasonable adjustments under the terms of the Equality Act (2010) to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The post holder will ensure that the Culture Trust's policies are reflected in all aspects of his/her work, in particular those relating to:

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (2018) & General Data Protection Regulations (2018)