



Kitchen Manager/ Chef Job Description

The role

As member of the Management Team, you will be responsible for day to running of the Restaurant and supporting the General Manager with the café and bar areas of the centre. Duties will include ordering and reordering of stock. Monitoring sales, supervising staff, ensuring the company meets health & hygiene standards and terms of its premises licence. Creating innovative and exciting menus and working closely with the management team to review and deliver appropriate reports to the board of directors. This is not a 9 to 5 role. It requires someone with the enthusiasm, passion, drive and humour with a proven track record in delivering quality customer service. You will be encouraged to be creative and innovative within this role.

Main Responsibilities

Duties include but are not limited to

- **Management of the immersive Restaurant and support management of Bar/Cafés and refreshment areas within the centre**
 - Responsible for management of staff working in the immersive restaurant.
 - Ensuring stock rotation is completed.
 - Reordering of all stock including food, drinks, cleaning material and hygiene items.
 - Ensuring POS systems are up to date and contain relevant and correct pricing in order to sell to the public.
 - Ensuring all staff are appropriately trained in order to use equipment and maintain good hygiene levels.
 - Ensuring the kitchen/café and all areas where food and drink are consumed are kept clean and tidy. Including the stock rooms and COSHH cupboards.
 - Serving customers and providing a high-quality service at all times.
 - Food and drink preparation ensuring that you meet a high-quality standard as set out in the companies objectives.
 - Working in the main kitchen, providing all meals in a timely and high quality standard. Overall responsibility for the high quality / delivery of food from kitchen to customer
- **Premises Licence**
 - Working with the Premises Licence Supervisor (Operations Director) to ensure that the terms of the licence is upheld at all times.
 - Ensuring all staff have been trained and are up to date with the premises licence.
 - Ensuring all documentation is completed daily with regards to the premises licence.
- **Health and Hygiene**
 - Working in accordance with the council to ensure that all areas of the sites hygiene is maintained

- Ensuring daily/weekly/monthly/bi-annual/annual checks are completed and records are kept up to date ready for internal and external audits.
- Making sure all issues that arise with regards to site health and hygiene are resolved, recorded and reported to General Manager.
- Ensuring all staff receive relevant trained and practice in a safe and hygienic way.
- **Other Responsibilities**
 - Working alongside the General Manager to cater for all corporate events, birthday parties and other events.
 - Managing daily floats, cashing up and completing all documentation in order for the General Manager to cross reference daily including.
 - Responsible for reporting any discrepancies to the General Manager regarding cash flow immediately.
 - Responsible for providing sales reports to the General Manager on request.
 - Presenting management figures to the Board of Directors when necessary.
 - Responsible for completing weekly stock checks, recording of all findings and dealing with discrepancies.
 - Responsible for keeping record of all waste products and providing information to the board when required
 - To offer creative and innovative menu ideas to present to the Board of Directors as and when necessary.
 - To ensure all promotional items are added appropriately to the POS system and are available for sale during the promotional time.
 - To ensure all POS information is up to date and stocks levels are showing correctly on company systems.
 - Responsible for motivating staff with regards to upselling of products. All staff must be trained on products and services throughout the building in order to support customer questions and upsell.
 - Responsible for opening and closing of the building securely each day on request of the General Manager
 - Responsible for meeting targets and deadlines as set out by the General Manager.
 - Responsible for opening and closing of restaurant areas and equipment including cleaning, daily ensuring responsibility is passed to an appropriate and fully trained staff member in your absence and that the General Manager is aware of who is responsible and when.
 - Responsible for health and safety within the café, bar areas as well as the remaining areas of the centre. Reporting any concerns to the General Manager or Manager on Duty immediately.
 - Responsible for supporting the General Manager to complete the weekly rota.
 - Responsible for completing all relevant day, weekly and monthly checks.
 - Responsible for understanding and keeping up to date with all company policies and procedures.
 - Ensuring all staff are working in accordance with the company's policies and procedures.
 - To be a trained as a first aider at work and Fire Warden and complete regular courses in order to remain up to date and certified.
 - Must complete all compulsory and non-compulsory training as requested by the company in order to ensure suitability for the position.

- To be Manager on Duty when required by the General Manager and complete all extra tasks required within that role.
- Establish and maintain strong working relationships with key personnel at colleges, schools and other organisations using the centre including local councils and services.

Kitchen Manager / Chef Person Specification

About you, the essential skills and personal qualities we are looking for

	Essential	Desirable
Skills and Education		
Must have a minimum of 2 years' experience in a managerial position.	×	
Must have experience of working as a head chef within a commercial kitchen environment		×
Must hold a relevant degree in management, hospitality or similar		×
Experience of working within the tourism and leisure or hospitality industry.		×
Must have experience of designing innovative menus working towards profitable margins	×	
Must hold a minimum Food and Hygiene certificate Level 2	×	
Must have experience of working with and upholding company health and safety policy and procedures and other relevant company policies and procedures and a clear understanding of the importance of this within the business.	×	
Must have experience of supervising and managing large teams	×	
Can demonstrate extensive customer service experience to a very high standard.	×	
Can demonstrate management of budgets, achieving targets and working towards meeting deadlines	×	
Can demonstrate an instinctive understanding of customers' needs with an ability to deliver high quality and effective decision making.	×	
Strong operational planning with excellent communication skills in order to ensure tasks are completed.	×	
Experience in delivering staff training.	×	
Personal Qualities		
Be creative and innovative in order to ensure that the team are flexible and dynamic to deliver a tailored experience to suit the needs of the customers.	×	
Must have a strong passion for food and drink industry	×	
Have excellent presentation skills – comfortable presenting plans, prioritise and developments to gain buy-in from the wider team.	×	
Flexible and adaptable to changing priorities. Resourceful and practical; able to “think on your feet” and solve problems quickly and effectively. Positive “can do” attitude.	×	
Excellent organisational and time management skills including the ability to work on multiple projects & situations simultaneously.	×	
Good team-working skills, calm and collected at all times with the ability to make final decisions where necessary.	×	
Ability to work under own initiative	×	
Have strong attention to detail	×	
Be a positive mentor and leader	×	

Job Location and Hours: This post is fulltime, 4 x 12 hour shift (11 hours + 1 hour lunch per day) rota over 7 days period, weekend, school holiday and bank holiday working is essential for this role. Based in Hastings, East Sussex