



Job Description

Job Title	Head Chef
Line Manager	Head of Retail and Catering
Contracted Hours	37.5 Hours over a 7-day rotation (Flexible)
Primary Location	Hospice - Wrexham
Job Summary We are seeking a dynamic and passionate Head Chef to join our adult hospice team in North Wales. This vital role involves preparing and delivering nutritious meals tailored to patients with complex needs, as well as catering for families, volunteers, and staff. The successful candidate will also lead our kitchen team in serving high-quality meals to the public in our well-renowned on-site café. The Head Chef will work closely with the Café Manager to meet operational and financial objectives while ensuring a safe and welcoming environment.	

Working Environment

The Head Chef will be based within Nightingale House Hospice, working in a fast-paced and dynamic kitchen environment. Collaboration with various departments is essential, and flexibility is required as the role may include working evenings, weekends, or public holidays to meet operational demands.

Key Working Relationships

- **Café Manager** – Work closely to ensure smooth coordination between kitchen and café operations, including menu planning and service efficiency.
- **Sous Chef / Chefs** – Provide leadership and training to support and enhance the kitchen team.
- **HR & Volunteer Teams** – Partner on recruitment, staff & volunteer development, performance management, and HR compliance matters.
- **Clinical Team** – Ensure patient meals meet dietary, nutritional, and cultural requirements, including allergies and texture-modified diets.
- **Finance Team** – Liaise on budget control, stock management, supplier payments, and cost efficiency strategies.
- **Facilities & Maintenance Team** – Report and coordinate kitchen equipment maintenance, repairs, and compliance with safety regulations.
- **Suppliers & Vendors** – Manage relationships to ensure quality ingredients, competitive pricing, and timely deliveries.
- **Health & Safety Officers** – Work together to maintain hygiene standards, conduct risk assessments, and uphold food safety regulations.

Key Responsibilities

1. Kitchen & Food Operations

- **Kitchen Management** – Oversee the day-to-day operations of the kitchen, ensuring the efficient preparation and delivery of meals.
- **Menu Planning** – Develop and maintain nutritionally balanced seasonal menus for patients, staff, and visitors in collaboration with the clinical team.
- **Nutritional Care** – Work closely with **dietitians, nurses, and clinical teams** to ensure menus support patient health, comfort, and dietary needs.
- **Modified Diets & Texture** – Ensure compliance with **IDDSI (International Dysphagia Diet Standardisation Initiative)** for texture-modified diets and provide clear guidance to kitchen staff.
- **End-of-Life Nutrition** – Adapt meal offerings to accommodate **palliative care needs**, ensuring meals are suitable for patients with reduced appetites or specific nutritional challenges.
- **Food Quality** – Maintain high standards of food presentation, portion control, and consistency.
- **Café Collaboration** – Work closely with the Café Manager to ensure synergy between kitchen operations and café offerings.
- **Hygiene & Cleanliness** – Maintain a clean and organised kitchen, ensuring all food preparation areas adhere to hygiene standards.

2. Menu Development & Stock Control

- **Menu Reviews** – Conduct quarterly menu reviews, adjusting based on seasonal availability, customer feedback, and dietary trends.
- **Allergen Management** – Ensure all menu items are correctly documented, including allergen information and recipe standardisation.
- **Café Specials** – Collaborate with the Café Manager and local producers to develop seasonal specials and enhance café menu offerings.

3. Financial & Resource Management

- **Budget & Cost Control** – Work alongside the Head of Retail & Catering to manage food costs and financial sustainability, ensuring expenditure remains within budget.
- **Stock Management** – Conduct monthly stock takes, ensuring accurate inventory management and liaising with the Finance team to maintain proper records.
- **Supplier & Invoice Management** – Authorise and manage supplier invoices, ensuring competitive pricing and sourcing high-quality ingredients while maintaining strong supplier relationships.
- **Waste Reduction** – Implement waste-reduction initiatives to improve cost efficiency and minimise food wastage, optimising kitchen resources.

4. Staff & Volunteer Management

- **Kitchen Leadership** – Provide training and guidance on kitchen leadership and operational management to the Sous Chef and Chefs, ensuring high standards in food preparation, hygiene, and efficiency. Oversee kitchen workflows and maintain smooth day-to-day operations.
- **Scheduling & Coordination** – Responsible for kitchen team rotas, working alongside the Café Manager to ensure appropriate staffing levels and seamless front and back-of-house operations.
- **Training & Development** – Ensure all staff and volunteers receive appropriate training in food hygiene and handling, health and safety regulations, and catering procedures. Identify training needs and implement development opportunities.
- **HR Collaboration** – Work closely with the HR team to manage disciplinary matters professionally and fairly, resolve conflicts constructively, support staff well-being, and uphold employment policies. Conduct annual **PDRs (Performance Development Reviews)**, oversee **recruitment and probationary reviews**, and ensure a structured approach to staff development and retention.
- **Team Engagement** – Promote teamwork, foster a collaborative and supportive culture, and encourage open communication to enhance staff morale and retention. Ensure staff and volunteers feel valued, motivated, and aligned with the Hospice's mission and goals.

5. Food Safety & Compliance

- **Food Safety Management** – Ensure full compliance with **Food Safety Management Systems (FSMS)**, maintaining up-to-date **HACCP and COSHH** documentation.
- **Audits & Inspections** – Conduct regular food safety checks, audits, and kitchen inspections, addressing any non-compliance issues to uphold the highest hygiene standards.
- **Recording & Monitoring** – Ensure accurate recording of **temperature logs, cleaning schedules, and allergen control measures**, keeping all documentation up to date.
- **Training & Briefings** – Lead **Health & Safety briefings** and ensure all kitchen staff receive **mandatory food safety training**, reinforcing best practices.
- **Incident & Risk Management** – Maintain accurate **incident, accident, and risk assessment records**, ensuring timely reporting and updates when necessary.
- **Emergency Compliance** – Act as the **Fire Warden and First Aider** for the kitchen team, ensuring full compliance with **emergency procedures**.
- **Maintenance & Repairs** – Liaise with the **Facilities Team** for kitchen maintenance, reporting any necessary repairs or servicing to ensure a safe and functional workspace.
- **Hygiene Standards** – Ensure the **Hospice continues to achieve a 5-star hygiene rating**, upholding the highest food safety and cleanliness standards.
- **CQC Compliance** – Ensure food provision meets **Care Quality Commission (CQC) standards**, particularly for patient catering.
- **Allergen Control & Labelling** – Ensure all **clinical and café** food products comply with Natasha's Law and provide clear allergen information.

6. Business Development

- **Revenue Growth** – Work alongside the Café Manager to explore additional revenue opportunities and improve the catering department's financial performance.
- **Innovation & Strategy** – Share ideas with the Head of Retail and Catering to help the catering department continue evolving.
- **Industry Trends** – Stay updated on advancements in kitchen technology and industry best practices to improve efficiency and food safety.
- **Community Partnerships** – Develop relationships with **local businesses, suppliers, and community groups** to enhance catering services and fundraising efforts.

7. Problem-Solving

- **Operational Challenges** – Handle issues such as **staff shortages, last-minute menu changes, or equipment failures**, ensuring minimal disruption.
- **Customer Service** – Respond promptly to **dietary concerns or feedback**, maintaining high service standards.
- **Contingency Planning** – Ensure **emergency contingency plans** are in place to address unforeseen circumstances.

8. Reporting & Performance Monitoring

- **Performance Tracking** – Maintain **weekly and monthly spreadsheets** tracking key kitchen performance metrics.
- **Food Safety Audits** – Conduct **regular food safety audits**, implementing necessary improvements as required.
- **Financial Oversight** – Monitor **food cost percentages, waste reduction targets, and customer satisfaction levels**, ensuring continuous improvements.

General Requirements – All Staff

This post is subject to the Terms and Conditions of employment of the Hospice as specified in the Staff Handbook

Competence

You are responsible for limiting your actions to those that you feel competent to undertake. If you have any doubts about your competence during the course of your duties, you should immediately speak to your line manager / supervisor.

Risk Management

It is a standard element of the role and responsibility of all staff of the Hospice that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards. It is a requirement that you adhere to Nightingale House Hospice Policies, Procedures, Protocols and guidelines always.

Health and Safety Requirements of the Hospice

All employees of the Hospice have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Hospice to meet its own legal duties including attendance at mandatory training updates and to report any hazardous situations or defective equipment.

Data Protection and Confidentiality

The post holder must treat all information, whether corporate, staff or patient information, in a discreet, secure and confidential manner in accordance with the provisions of the current data protection legislation and organisational policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under statutory legislation and the hospice's disciplinary policy. This duty of confidence continues after the post holder leaves the organisation.

Records Management

As an employee of the hospice, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. The post holder should consult the IG Lead if they have any doubt as to the correct management of records with which they work.

Flexibility Statement

The content of this Job Description represents an outline of the post only and is therefore not a final list of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances, following consultation with the post holder.

The post is subject to an enhanced disclosure check with the Disclosure and Barring Service (DBS)

Employees signature..... Date.....

PERSON SPECIFICATION – HEAD CHEF

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	• Level 3 Food Hygiene certificate or willing to obtain. • Level 3 or 4 HACCP (Hazard Analysis & Critical Control Points) • COSHH (Control of Substances Hazardous to Health) Training (<i>for chemical & allergen safety</i>)	• NVQ Level 3 in Catering and Hospitality • Level 3 or 4 NVQ/SVQ in Professional Cookery	Application form/ Interview
EXPERIENCE	• Minimum of 3 years in a senior catering position. • Experience of managing and leading a catering team. • Rota planning • Menu planning • Stock control / ordering • Experience working in a hospice or healthcare catering environment. • Understanding of nutritional standards and special dietary needs.		Application form/ Interview
SKILLS	• Excellent verbal, written and listening skills • Good computer and IT skills such as MS Office • Prioritisation and time management • Excellent budgeting and financial management skills, with experience controlling food costs.		Application form/ Interview

PERSONAL QUALITIES <i>(Demonstrable)</i>	• Proactive and positive approach • Ability to use own initiative • Be able to embrace change and innovation • Strong interpersonal and communication skills, with the ability to collaborate across departments. • Able to remain calm in stressful situations and act as a calming influence to the team – leading by example • Reliable and prepared to work outside normal working hours as appropriate.		Application form/ Interview
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