

JOB DESCRIPTION

JOB DETAILS

Job Title: Kitchen Manager

Reports to: Branch Manager

Job Holder:

Date: July 2015

JOB PURPOSE

To ensure the smooth running of the kitchen by managing the kitchen team to ensure that the design, quality and production of Hummingbird's product range is to the highest possible standard of food preparation, decoration and delivery. To work alongside the kitchen team (including team leaders and team members) to produce all products required for the branch and for bespoke orders.

To set an example to staff in respect of Hummingbird's standards of professionalism, behaviours and output. To ensure the image of Hummingbird is positively projected at all times.

KNOWLEDGE, SKILLS, EXPERIENCE & KEY COMPETENCIES REQUIRED

- Advanced baking skills with a minimum of 12 months supervisory experience within an artisan luxury food retail environment, overseeing the production of a high volume of products from fresh ingredients to strict quality control standards, including presentation;
- Experience of, and aptitude for, working in a "hands on" production environment;
- Good basic standard of literacy and numeracy; good basic IT literacy;
- Good working knowledge of health and safety regulations together with food hygiene legislation and procedures;
- Good interpersonal skills with the ability to build effective working relationships and to work collaboratively with colleagues at all levels both within the branch and throughout the company;
- Good communication skills, both verbal and written; able to communicate with staff and management at all levels, including the many Hummingbird staff for whom English is not their first language;
- Excellent planning, organisational and time-management skills.

MAIN RESPONSIBILITIES

Leadership and people management

- To support the Branch Manager with the recruitment of the kitchen team;
- Working with the team leaders, to deliver the induction training to all new recruits and to maintain Hummingbird's standards through regular refresher training;
- To take an active role in the preparation for the appraisal reviews for the kitchen team, highlighting any future or immediate training requirements to the Branch Manager and Product Development Manager;
- To play an active role in the ongoing implementation of on-the-job skills training together with the day to day implementation of the personal development plans for kitchen staff, whether developmental or motivational. To assume primary responsibility for the training and development of the team leaders, acting as an informal mentor where appropriate;
- To implement and follow up on all training manuals for new and existing staff;
- To monitor the standard of work performance and conduct of the kitchen team members and team-leaders, including specifically any lateness and/or sickness absence, and to bring any potential issues to the immediate attention of the Branch Manager;
- To deliver daily team talks to staff together with weekly kitchen team meetings to motivate and to deliver refresher training and to ensure that staff have all the necessary company information regarding, for example, promotional offers and new products;
- To build and maintain effective relationships within the branch and to promote a free flow of effective communication and a harmonious working environment for all staff to enjoy.

Day to day management

- To assume day to day management responsibility for the kitchen team to ensure that they work efficiently, effectively and in compliance with Hummingbird's policies and procedures;
- To assist the Branch Manager, when required, in drawing up and organising the weekly roster of staff ensuring that the kitchen is appropriately resourced to meet the branch's trading pattern, and the accompanying fluctuations in production and replenishment, whilst maintaining the agreed labour budget;
- To assume primary day to day management responsibility for the achievement of the branch's daily production schedules in accordance with targets agreed with the Branch Manager;
- To plan and manage the day to day activities of the kitchen team, ensuring that staff produce a consistently quality product, adhere to set baking processes and use the correct ingredients. To deliver a standard of product decoration and general presentation that is in line with the Hummingbird standards of excellence;
- Working collaboratively with the Assistant Branch Manager and the front of house team, to ensure the timely and appropriate product replenishment of the counter, to avoid either potential lost sales because an item(s) has sold out or overproduction resulting in wastage;

- To undertake and maintain daily quality audits across the entire product range;
- In liaison with the other members of the branch management team and the Product Development Manager, to hold monthly meetings with kitchen team leaders and members to review quality control standards, production schedules, changes to work methods and to update the team with any other key company information. To document these meetings.

Health & safety

- Working with the other members of the branch management team, to promote a genuine safety culture within the kitchen and food preparation areas;
- To implement the company's food hygiene and food handling procedures in the kitchen and, working with the team leaders, to take responsibility for the compliance of all kitchen staff, at all times, with both Hummingbird's health and safety and food hygiene policies and legislative requirements;
- To monitor and control the cleanliness and organisation of the food preparation areas on an ongoing basis throughout the working day; to plan and oversee the weekly deep clean of the kitchen;
- In liaison with the branch management team and Hummingbird's health and safety advisor, to produce safe systems of work for the key activities within the food preparation areas;
- To manage and ensure the adherence by kitchen staff to the correct labelling of food and to respond immediately and proactively to any issues identified;
- To manage and ensure the correct temperature control of the kitchen's 'fridges and cool stores and to respond immediately and proactively to any issues identified, bringing any persistent or significant problems to the attention of the Branch Manager;
- To ensure that all kitchen accidents, incidents and near misses are recorded in the Accident Book, in accordance with Hummingbird health and safety policy and procedures;
- To undertake weekly, and where appropriate, daily checks of the kitchen and kitchen equipment; to report faulty or damaged equipment and any potential hazards to the Branch Manager immediately;
- To support the Branch Manager with the preparation of a weekly report on health and safety issues, to be submitted as part of the weekly trading report;
- To support the Branch Manager in carrying out the monthly health and safety audit of the branch;
- To support the Branch Manager in undertaking a health and well-being assessment with each member of kitchen staff every six months.

Stock supply and control

- To be responsible for the efficient, timely and cost effective ordering of ingredients, using nominated suppliers, to ensure that an appropriate stock level is maintained at all times and that ingredients costs are controlled;
- To ensure that all deliveries are dealt with promptly and items stored away safely and appropriately to comply with both food hygiene and health and safety procedures;

- To organise and oversee and, where necessary, participate in the weekly stock-take of kitchen provisions, reporting the results to the branch management team;
- To assume responsibility, in liaison with the branch management team, for ordering appropriate levels of replenishment stock to meet the anticipated production schedules, including using the Company's nominated suppliers;
- To monitor and accurately record all wastage and report all equipment breakages to the Branch Manager;

General

- To attend and participate proactively in the monthly branch management meeting, the monthly Senior Kitchen Team Leaders' meeting and the quarterly branch staff meeting; as a member of the management team to actively give feedback, to raise any issues and to contribute ideas and suggestions that may enhance the branch's performance;
- To work collaboratively with peers, liaising closely with both Head Office and other branches; to facilitate productive working relationships within the Company so that Hummingbird can meet its business targets and continue to grow;
- To undertake any other reasonable duty as required by the Company.

COMMUNICATIONS AND WORKING RELATIONSHIPS

- Direct reports: kitchen team leaders and team members
- Colleagues within Head Office and other branches
- External parties including, but not limited to, nominated suppliers

DIMENSIONS AND DECISION MAKING

- Branch headcount: typically between 14 and 25
- Branch sales target: typically between £680k and £1.7m per annum
- Branch cost control including ingredients, wastage, payroll, controllable costs : Branch specific

JOB DESCRIPTION AGREEMENT

Job Holder's Signature: Date:.....

Job Holders Print:

Manager's Signature: Date:.....

Manager's Print: