

JOB DESCRIPTION

JOB DETAILS

Job Title: Kitchen Team Leader

Reports to: Kitchen Manager

Job Holder:

Date: April 2016

JOB PURPOSE

To supervise 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 to produce all products required for the branch and for bespoke orders.

In collaboration with branch management team, to deputise for the Kitchen Manager during times when he/she is absent.

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 experience within an artisan luxury food retail environment, involving 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 would be an advantage;
- Good basic 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;
- Good planning, organisational and time-management skills.

MAIN RESPONSIBILITIES

Leadership and people management

- Working with the Kitchen Manager, to deliver induction training to all new kitchen recruits and to maintain Hummingbird's standards through regular refresher training;
- 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 remedial. To act as a mentor for any inexperienced staff;
- To work closely with the Kitchen Manager on the implementation and follow up of all training manuals for new and existing staff;
- To monitor the standard of work performance and conduct of the kitchen team members including, specifically, any lateness and/or sickness absence, and to bring any potential issues to the immediate attention of the Kitchen Manager or the Branch Manager;
- 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

- To supervise the kitchen team to ensure that they work efficiently, effectively and in compliance with Hummingbird's policies and procedures;
- To support the Kitchen Manager in the achievement of the branch's daily production schedules in accordance with agreed targets. To participate personally in all product production activities, as required, including mixing, scooping, baking and decoration;
- To supervise and monitor the kitchen staff's activities to ensure that they 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 Kitchen 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 support the Kitchen Manager in undertaking daily quality audits.

Health & safety

- Working closely with the Kitchen Manager, 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 Kitchen Manager to supervise the kitchen staff to ensure their compliance, at all times, with both Hummingbird's health and safety and food hygiene policies and legislative requirements;
- To monitor and maintain the cleanliness and organisation of the food preparation areas on an ongoing basis throughout the working day; to participate in the weekly deep clean of the kitchen;

- To monitor the adherence by kitchen staff to the correct labelling of food and to respond immediately and proactively to any issues identified;
- To monitor the correct temperature control of the kitchen's 'fridges and cool stores and to respond immediately and proactively to any issues identified, reporting any problems;
- To support the Kitchen Manager in undertaking 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.

General

- To attend and participate proactively in the weekly meetings with the kitchen team to review quality control standards, production schedules, changes to work methods and also the quarterly branch staff meeting. 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, including other branches, to maintain 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 members
- Colleagues within Head Office and other branches
- External parties including, but not limited to, nominated suppliers

DIMENSIONS AND DECISION MAKING

- Supervisory responsibility for a kitchen team of between 5 and 15 staff

JOB DESCRIPTION AGREEMENT

Job Holder's Signature: Date:

Job Holders Print:

Manager's Signature: Date:

Manager's Print: