

Message from the Director of Estates and Facilities Management

Dear Colleague,

Loughborough University is a fantastic place to work and study. There is a real pride in the University that touches everyone associated with it. We want to attract and retain the best people to work in our Maintenance and Engineering team at Loughborough University and believe that we offer an attractive total reward package that includes: generous index linked pension, generous holiday allowance, access to sporting facilities and gym membership at staff rates and many other benefits. We hope that you will apply and look forward to meeting you

Throughout our history we have built upon our distinctive characteristics and enhanced our strengths. Our origins in 1909, as one of the UK's foremost technical institutes focused on meeting society's needs, set in train an ethos that is still evident at Loughborough today.

Our campus in the heart of Leicestershire – one of the largest in the UK, spanning 440 acres – provides a supportive and enriching environment with first-rate facilities for both staff and students. Loughborough is the largest single site University campus in the UK at 440 acres; it is located close to a market town and is only minutes away from the motorway network. The Estate is in a sylvan setting, with a huge variety of academic, residential, commercial and sports facilities and is 362,000 sq. m in total. There are 154 buildings as well as a further 85 acres that is currently agricultural land adjoining campus that has planning permission for the further development of the Loughborough University Science and Enterprise Park (LUSEP) and is part of an Enterprise Zone. Our Facilities have been voted the best in the UK for the last five years in the Time Higher Student Satisfaction survey and voted the best in the WhatUni 2018 and 2019 awards.

Graham Howard

Job Title: Development Head Chef

Job Ref: REQ230230

General Details	
Job Title:	Development Head Chef
Professional Service:	Catering – Estates & Facilities Management
Location	Loughborough University
Tenure:	Open ended
Hours/FTE	37 hours per week
Grade/Salary	Operational Services Grade 5 - £32,411 per annum – will attract a market supplement
Holiday	34 days inclusive of 8 Bank holidays and 6 University closure days
Pension	Automatic enrolment into the Local Government Pension Scheme
Starting date:	Asap

Job Purpose
<p>University Catering is organised in a number of cluster kitchens that provide food to our student residents, staff and guests through our dining halls, cafes, shops and delivered service. The Development Head Chef will develop commercially viable, creative and innovative products which will drive growth and to enable us to align our operations with the university's strategic objectives.</p>

Management & Supervision	
Reporting to:	Executive Chef

Responsibilities
<p>Product Development</p> <ul style="list-style-type: none"> • Creative development resulting in the launch of new products in both current and new categories within brand standards that minimise food waste and use produce that is local, seasonal, and fresh with an understanding of operational capabilities • Understands the wants and needs of both internal and external customers to keep us continually creative & innovative • Organise and participate in brainstorming sessions to build a strong bank of ideas and focus development • Completion of accurate recipe sheets to include allergen declaration information and food information regulations, whilst ensuring new products are correctly costed • Cook up and present products clearly, accurately, and persuasively at customer presentations and submission panels. • Keep up to date with current trends and developments within the industry including menus or trends in consumer tastes <p>Innovation Team Projects</p> <ul style="list-style-type: none"> • Work with the Catering and Retail teams on group wide projects which may be cross category • Deliver innovative solutions to stretch our categories • Delivery of stakeholder innovation and promotional days • Delivery of high-profile events (internal & external)

- Arrange regular tastings to provide the team with trained culinary feedback and thought suggestions for improvements where needed.

Fiscal Awareness

- Maintain financial objectives as directed by agreed budget plans
- Include any facts/figures which are relevant, eg budget control, supervision of staff, number of customers, income generated, project budgets etc.
- Keep financial and administrative records as required
- Ensure wastage is monitored, controlled and kept to a minimum
- Assess capital expenditure and make recommendations for purchases to the Executive Chef

Training

- Have a key role in in coordinating and delivering food courses, workshops and events to a range of groups and stakeholders including student residents, staff and guests
- Positively promote a culture of continuous culinary improvement by engaging with, and training our catering staff in a way that empowers them to take ownership of their learning and adopt sustainable behaviour changes
- Culinary training of all staff engaged in the kitchen/servery areas encourage personal development
- Complete training records
- Attend any relevant training courses, continue own personal development

Catering Duties

- The postholder may be required to deputise in the absence of a Head Chef and will liaise effectively with the location Front of House team and report to the Executive Chef.
- Support the kitchen teams to meet and exceed customer expectations in providing meals in compliance with the menus and recipes provided, and ensuring that the quality and presentation of the food meets the standards set by the Head of Catering.
- Monitor standards of catering ensuring that consistency is maintained taking every reasonable opportunity to improve standards in both food quality and food safety compliance, within agreed financial parameters.
- Be aware of various dietary requirements (including food allergies and religious requirements) and catering for those needs

Ordering/Stock Control

- Order, receive and check goods delivered using university processes and report quality issues to the Supplier/Purchase Co-ordinator/ Executive Chef
- Order materials for use in the kitchen, check, and store goods properly and securely to meet COSHH and H & S regulations
- Constantly appraise stock levels and ensure food orders are timely and appropriate.
- Stock take provisions and associated commodities as directed by the Finance Manager

Health, Safety and Hygiene

- Maintain high standards of kitchen/food and personal hygiene as required by 'Assured Safe Catering Food Safety Plan, E.H.O recommendations or as directed by the Executive Chef
- Ensure that all staff comply with H & S regulations, Safe Working Practices and policies
- Oversee/plan food production records and ensure cleaning schedules are completed
- Responsible for safety of all equipment and correct usage by all personnel
- Safeguard kitchen premises, equipment and supplies, proper storage of keys, effective procedures for locking of food units, freezers etc.
- Issue, store correctly and use protective clothing and arrange for despatch to laundry
- Report defective equipment and damage to the premises to Facilities Management/External Suppliers, Executive Chef

- All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures

Legislation

- All food handlers are bound by the following legislation:
 - EU Regulation 853/2004
 - EU Regulation 852/2004
 - EU Regulation 178/2002
 - EU Food Information for Consumers Regulation No: 1169/2011
 - General Food Regulations 2004
 - The Food Safety & Hygiene (England) Regulations 2013
 - Food Information Regulations 2014

Customer Service

- Establish & build relationships with key customer contacts.
- Liaise with customers/student representatives/wardens on food and service requirements/queries and event planning.
- Liaise with imago Limited Sales Office for conference planning

Inspiration

- Motivate and inspire the team and business to new higher levels of culinary excellence
- Expert food trend knowledge including tracking of food news/ restaurant reviews
- Able to forecast potential trends that will emerge, draws insights for our business
- Attendance at selective food exhibitions/ shows/ seminars and summarisation of interesting ingredients/ trends/ products found that could be of use across the business
- Share inspiration & findings with key customers

Staff Management

- Plan work allocation and rosters of staff to ensure most efficient and economical use of labour
- Plan and hold team meetings. Hold regular team briefs and keep staff up to date with Organisation news/events/changes
- Process staff hours on automated TMS system, process absence certificates and holiday requests. Keep appropriate records and deal with staff queries
- Liaise with HR as necessary on staff issues in line with University Policies
- Dealing with staff queries/issues
- Managing sickness & absence
- Undertaking performance reviews
- Staff disciplines
- Be able to use PC for online ordering/answering emails/Conference Package and use of Microsoft packages
- Attend Catering Managers meetings and Vacation Operation meetings
- Assist with staff Recruitment
- Ensure that all staff are trained to the required standard

Points to Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Professional Development

Loughborough University supports the professional development of colleagues and encourages continuous professional development to ensure professional skills and knowledge are maintained.

Conditions of Service

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, where operational needs allow, of flexible working arrangements.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Organisational Responsibility

The role holder will report directly to the Executive Chef

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria		
Area	Criteria	Stage
Experience	Significant relevant experience in food development	1,2,3
	Experience of menu planning	1,2,3
	Experience of catering within budgets	1,2,3
	Experience of overseeing & planning food production records	1,2,3
	Experience of planning work allocation & roster staff to ensure most efficient & economical use of labour	1,2,3
	Experience of managing staff	1,3
	Experience of maintaining financial objectives	1,3
Skills and abilities	Skilled team worker	1,3
	Excellent customer service skills	1,2,3
	Negotiation skills	1,2,3
	Ability to prioritise workloads	1,2,3
	Ability to motivate and encourage staff	1,3
	Ability to work on own initiative	1,3
	Ability to comply with Health & Safety & COSHH legislation	1,2,3
	Acute attention to detail	1,2,3
	Ability to use own judgment and act accordingly	1,3
	Ability to communication at all levels including external suppliers and customers	1,2,3
	Ability to train & supervise staff	1,3
	Use of Microsoft Word and Excel	1,2,3
Training	A willingness to undertake further training if and when required	1,3
	A willingness to adopt new procedures as and when required	1,3
	Ability to recognise specific training needs within the team, and make the necessary arrangements for training	1,3
Qualifications	NVQ level 1 & 2 or equivalent in Food Safety & Hygiene	1,2,3
	CIEH level 3 or equivalent in Health and safety	1,2,3
Other	Flexibility in working hours and location is required	3
	Will be required to work some weekends	3
	Will be required to wear corporate wear supporting the professional image of the Organisation	3

	Commitment to observing the University's Equal Opportunities policy at all times	3
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Desirable Criteria		
Area	Criteria	Stage
Experience	Previous experience of catering for large numbers	1,2,3
	Experience of managing a multi cuisine food operation	1,2,3
Qualifications	HND or equivalent Catering qualification	1,2,3
	Level 4 Food Safety	1,2,3