



*Being there for you
and your family*

JOB DESCRIPTION

JOB TITLE:	Head Chef
RESPONSIBLE TO:	Area Catering & Hospitality Services Manager
HOURS OF WORK:	37.5 hours - 5 days over a 7 Day period to include weekends and holiday periods
LOCATION:	LOROS Hospice, Groby Road, Leicester

JOB PURPOSE:

To efficiently manage all areas of food production and service delivery on the LOROS Hospice Campus, and in their absence deputise for the Area Catering and Hospitality Services Manager.

Providing the following services to all customers including patients, staff, visitors and contractors:

- Breakfast, Lunch and Evening Meals for our 31-bed inpatient ward
- Lunch and high tea for our Day Therapy patients – weekdays only
- Manage the Hospice Café service as delivered by Volunteers
- Support where necessary with the planning and staffing of the retail cafes
- Provision of vending services (out of hours)
- Staff dining
- Corporate Hospitality for meetings, events and special functions

To ensure the cost effectiveness of the kitchen production for all areas, whilst ensuring the standards specified are achieved in order to deliver excellent customer service and reputation. To implement work flows to have the team working to a smart system to maximise productivity, minimise waste, and eliminate errors in all areas.

To develop new products, offers, seasonal menus and the production process, which may also support the offerings in the retail cafes.

DUTIES AND RESPONSIBILITIES:

1. Support the day to day (shift) management of the kitchens and front of house related staff.
2. Ensure sufficient stock is maintained to ensure planned meal numbers can be produced.
3. Rotate stock to ensure that it is used in correct date order to minimise waste.
4. Develop and manage the department stock system, processes and procedures.

5. Carry out regular stock takes as agreed with the Area Catering & Hospitality Services Manager.
6. Ensure compliance with the purchase ordering process to meet business needs and purchasing policy.
7. To manage and ensure that food is prepared, cooked, stored and presented to agreed high standards.
8. Be knowledgeable of the ingredients for all food produced to enable you to discuss and potentially adjust menus to suit dietary requirements with service users.
9. Manage day to day staffing levels and task delegation to ensure they are appropriate in all areas at all times to meet the needs of business, as well as future production and delivery.
10. Ensure the team work to best practice and in compliance with all agreed procedures and regulations.
11. Continually mentor and develop team members.
12. Support the administration requirements of the kitchen / stores areas.
13. Ensure that all breakfast, dinner and tea pots are collected by the catering team in a timely manner, keeping the patients bedside table clear outside of meal times. Staff to walk the ward before the end of shift to remove any remaining pots to the kitchen prior to closing at the end of the day.
14. Support all back of house related areas, to include, goods in and out, all rubbish and related recycling, ensuring high standards of working practice, safety, and cleanliness at all times.
15. Ensure a GP greater than 70% for food and staffing as agreed in the business plan.
16. To ensure high quality, nutritional, patient appropriate food is produced daily with a minimal use of 'convenience products' and maximising the use of fresh products.
17. To monitor and act upon feedback/complaints and be able to produce evidence of any actions taken.
18. Ensure that the highest levels of customer service are displayed at all times by all members of the catering team towards patients, staff, volunteers, contractors and visitors.

Food, Health and Safety / Legislative Compliance

1. Ensure that all work areas and equipment are in excellent working order / repair at all times and managed in line with LOROS guidelines and Health and Safety procedures. All departmental maintenance is reported and managed in a timely manner, reporting and recording notable repairs to the Operations Department and advising the Area Catering & Hospitality Services Manager in a timely manner.

2. To ensure that all areas within kitchen, restaurants, stores and goods-in are in line with full legislative compliance and with LOROS Catering Policy to achieve excellent standards, meeting the current food safety standards.
3. Take appropriate action in managing changes and standards.
4. Manage the standards of cleanliness and hygiene within all areas.
5. Ensure the recording and monitoring of refrigeration/freezer temperatures using the system in place.
6. Support the Area Catering & Hospitality Services Manager during unannounced Environmental Health Officer inspection visits by being in attendance and providing evidence of good food hygiene practices.
7. Support the Catering & Hospitality Services Manager implement any changes to work practices following any audits or inspections.

Human Resources

1. Manage all Human Resource activity for the kitchen team in conjunction with the HR Department.
2. Recruit and select permanent and casual staff in line with budgets and business levels.
3. Ensure all staff receive full induction and complete their mandatory/essential for role training i.e. Food Health and Safety, COSHH, Fire, Infection Prevention and Manual Handling to the agreed standards within their probationary period of employment.
4. Maintain accurate records of all staff holidays, time keeping, rostering and sickness absence.
5. Report and manage all staff related issues of performance, disciplinary, grievance and sickness absence.
6. Complete staff Professional Development Reviews (PDRs) as appropriate.

Finance & Business planning / Development

1. Support and assist in the development of departmental objectives in line with business plans.
2. Liaise with the Catering & Hospitality Services Manager on development of all food related projects.
3. To ensure all food cost controls are adhered too, monitored and actions taken in line with budgets, financial regulations and development.
4. To support the management of staff budgets in line with budget and business levels, ensuring they are in line with changes and business changes.

GENERAL:

All staff are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.

To carry out and comply with the prevention and control of infection as per LOROS policies and procedures.

All staff are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.

The post holder is responsible for safeguarding the interests of children and adults who they come into contact with during their work. To fulfil these duties post holders are required to undertake mandatory training to recognise the signs and symptoms of abuse, or neglect, or individuals at risk and to follow LOROS policies relating to safeguarding practice including reporting any concerns that they may have.

Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Co-operate with their employer as far as is necessary to meet the requirements of the legislation.

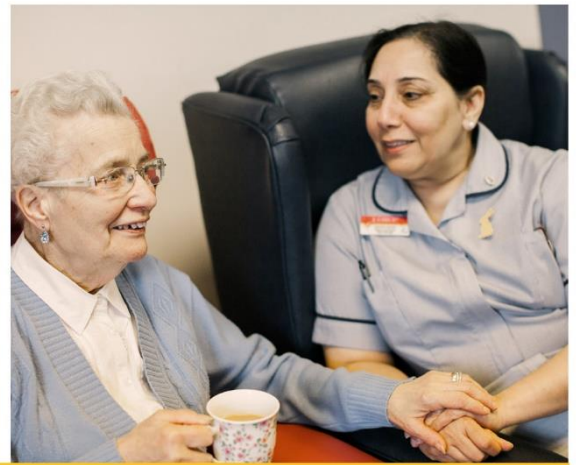
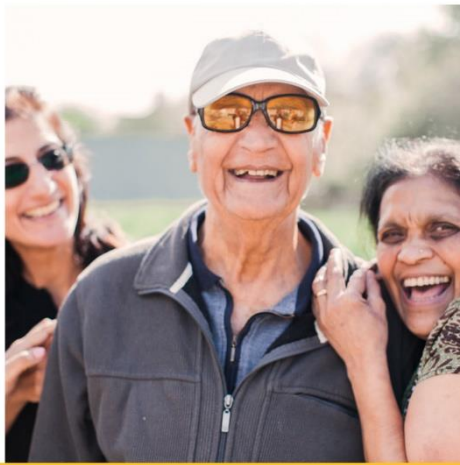
All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.

Signed..... Date.....
Postholder

Signed..... Date

Line Manager



Our vision and mission



Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.



Mission

(Our goals and activities in working towards our Vision)

LOROS is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

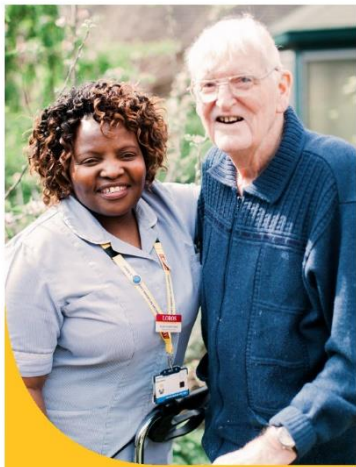
loros.co.uk

Registered Charity No: 506120

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for *you*
and *your family*



Our values and behaviours



Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.

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LOROS

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LOROS KEY FACTS

SEPTEMBER 2018

LOROS Hospice is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.



>2,500

No. of individuals
receiving patient care
from LOROS per year



Of whom
665

admitted to
Inpatient Ward



31

beds in
Inpatient Ward



343

employees

1,500

regular volunteers



Average length
of stay

14 days



£560

Cost per bed/day
including overheads



Cost per attendance
for Day Therapy £305

Day therapy now offers support to patients by
a much wider range of professionals including
physio, occupational and complementary
therapists, doctors and chaplaincy.

Cost
per hour
of running
the charity

£8.2M

Expenditure on patient care per year

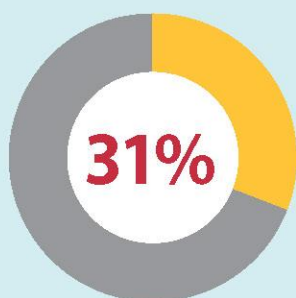
£6.0M

Minimum amount of income to be raised per year

Excludes the activity of LOROS Education, which is a self-funding service.



£932



Portion of
expenditure covered
by NHS



Portion of charity
costs directed to
care services

2,165

participants in LOROS educational activities
per year



24,950

LOROS Lottery numbers



29

LOROS
Shops

All money raised is spent locally in Leicester, Leicestershire and Rutland.

LOROS

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loros.co.uk

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