



We believe that people should be looked after with the utmost dignity and respect and are proud of the high standards we achieve through a continuing philosophy of developing standards and delivering service.

## **CHEF MANAGER**

### **CRANHAM CARE HOME, WARNDON, WORCESTERSHIRE**

#### **£7.90 PER HOUR, 36 HOURS PER WEEK**

You will plan a varied set of menus that meet the dietary needs of our residents. You will prepare and cook meals, keep track of stock and waste, and ensure that the kitchen operates within budget and remains clean and tidy. You will also carry out risk assessments.

Experience of cooking for large groups of people, along with an appropriate qualification, such as 706 City & Guilds 1 & 2 or NVQ Catering & Hospitality Level 2 (or equivalent) is essential. Good organisational and communication skills are also required as is previous experience of staff management.

Our excellent benefits package includes 28 days annual leave (including bank holidays), sick pay scheme and a loyalty bonus.

To apply, please complete an online application or submit your CV and covering letter at [www.sanctuary-group.co.uk](http://www.sanctuary-group.co.uk). For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SC3167.

Closing date: 5pm on 21<sup>st</sup> March 2012.

### **Building Equality and Diversity**

We work closely with the Home Office in order to prevent illegal working.

An enhanced police criminal records disclosure will be necessary in the event of a successful application which we will pay for.

Sanctuary Care Limited is a subsidiary of Sanctuary Housing Association, an exempt charity.



<b>Role Title</b>	Chef Manager
<b>Reporting to</b>	Deputy Manager
<b>Role Purpose</b>	To ensure the provision of a consistent, quality catering service which meets organisational requirements

<b>Key Result Areas</b> <small>(KRA's set out the results that must be produced if the role holder is to be successful in the role. The priority for each KRA may vary from time to time)</small>	<b>Key Elements</b> <small>(Key Elements are indicators of performance required to achieve KRAs. The individual elements below may not apply in every situation, nor are they a complete list).</small>	<b>% Time</b> <small>(Current priority for each KRA)</small>
<b>Service Delivery</b> To ensure the provision of catering services within the home	<ul style="list-style-type: none"> <li>Plan a varied set of menus for all dietary needs within budget</li> <li>Prepare and cook meals to appropriate standards that meet client needs</li> <li>Work to set time scales in order to deliver meals at appropriate times</li> <li>Promote and monitor catering services by liaising with staff and residents</li> </ul>	
<b>Health &amp; Safety</b> Ensure all activities are carried out in compliance with legislative and organisational requirements	<ul style="list-style-type: none"> <li>Promote and monitor food hygiene and safety standards</li> <li>Carry out risk assessment and take appropriate action</li> <li>Set, maintain and monitor standards of cleanliness in the kitchen</li> </ul>	
<b>Manage Staff</b> Manage staff to ensure optimum individual/team performance	<ul style="list-style-type: none"> <li>Recruit, develop and train staff</li> <li>Motivate staff to achieve agreed targets and deadlines</li> <li>Communicate with staff through regular briefings</li> <li>Manage and monitor staff performance</li> <li>Devise effective and well run staff rotas</li> </ul>	
<b>Stock Control</b> Ensure adequate stock is maintained	<ul style="list-style-type: none"> <li>Manage stock supplies effectively</li> <li>Order new stock within budgetary requirements</li> </ul>	
<b>Finance</b> Ensure budgets are maintained and controlled	<ul style="list-style-type: none"> <li>Provide catering services within financial limits</li> <li>Monitor expenditure and take appropriate action</li> <li>Work within Sanctuary financial policies and procedures</li> <li>Avoid waste to control costs</li> </ul>	

## Competencies

(Competencies are a mixture of knowledge, skills and attitude which provide a clear description in simple language of what a person needs to be able to do to carry out his or her job effectively)

<b>Core Competencies</b> (Core competencies apply to all roles. They are common to everyone as they represent the behaviours and personal skills required from all staff)	<b>Level</b> (The levels indicate the performance expected in this role)	<b>Indicators of Expected Performance</b> (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)
<b>Adapt to change</b> <i>React positively and with enthusiasm to change and improvement. Be willing to adapt to differing work demands and situations</i>	2	<ul style="list-style-type: none"> <li>• Prepare for change and its effects</li> <li>• Plan how to implement change</li> <li>• Set realistic time frame for change</li> <li>• Help others to accept change by consulting them and explain the need for change and its benefits</li> <li>• Let others know what's going on</li> <li>• Recognise the impact upon others</li> <li>• Deal effectively with objections/obstacles to change</li> </ul>
<b>Communicate well with others</b> <i>Listen to the needs of others and convey information clearly and accurately</i>	1	<ul style="list-style-type: none"> <li>• Be patient, polite, approachable and helpful</li> <li>• Empathise with people from all backgrounds and cultures</li> <li>• Respect opinions and views of others</li> <li>• Tell the right things to the right people at the right time in the right way</li> <li>• Present written material in a professional way</li> <li>• Use discretion appropriately, maintain confidentiality</li> <li>• Adapt to any special communication needs people have</li> <li>• Use body language effectively and understand its effects on others</li> </ul>
<b>Get the best out of self and others</b> <i>Continuously strive to improve ones knowledge, skills and abilities to produce the best results. Motivate, guide and support others to develop</i>	2	<ul style="list-style-type: none"> <li>• Agree and set clear objectives for staff and carry out regular performance development sessions</li> <li>• Be fair, consistent and unbiased in managing staff taking into account their differing backgrounds, skills and experiences</li> <li>• Be approachable, supportive and keep confidences to build working relationships based on trust</li> <li>• Give credit where credit is due; make others feel valued</li> <li>• Know how to motivate people and build teams, create enthusiasm and commitment</li> <li>• Recognise potential in others and encourage self development</li> <li>• Provide regular constructive feedback</li> </ul>
<b>Impress the customer</b> <i>Ensure service provided consistently meets customer needs</i>	2	<ul style="list-style-type: none"> <li>• Encourage and support staff to be client focused and creatively deal with queries/issues</li> <li>• Seek and monitor satisfaction levels responding appropriately</li> <li>• Review existing practices and procedures in customer service, to ensure they are accessible to everyone, take into account any special needs they may have</li> <li>• Offer a responsible service tailored to client needs</li> <li>• Ensure delivery of a top quality service</li> <li>• Make clients aware of what else they might need or may be useful</li> <li>• Successfully attract new customers</li> <li>• Deal effectively with complex and sensitive issues</li> </ul>
<b>Work well with others</b> <i>Contribute towards working as part of a team and involve others through liaising and building trust</i>	2	<ul style="list-style-type: none"> <li>• Be aware of what is happening in other departments</li> <li>• Motivate others in team and create sense of shared goals</li> <li>• Gain acceptance by involving/leading the team to meet objectives</li> <li>• Take responsibility for the work of the team as well as their own job</li> <li>• Be able to separate issues from personalities</li> <li>• Provide constructive feedback to others</li> <li>• Help solve others problems</li> <li>• Consistently and fairly recognise and praise team effort</li> </ul>

<b>Role-specific Competencies</b> <small>(Role-specific competencies are those Competencies which may apply specifically to the role)</small>	<b>Level</b> <small>(The levels indicate the performance expected in this role)</small>	<b>Indicators of Expected Performance</b> <small>(A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)</small>
<b>Create and develop new ideas</b> <i>Continuously look for new solutions and innovative ways to improve working methods and procedures to carry organisation forward</i>	<p style="text-align: center;">1</p>	<ul style="list-style-type: none"> <li>• Question the status quo and make suggestions for improvements</li> <li>• Be able to see things from different angles and offer workable solutions</li> <li>• Actively contribute ideas and suggestions</li> <li>• Display an enquiring mind</li> <li>• Accept constructive criticism of ideas and bounces back positively</li> </ul>
<b>Make decisions and implement solutions</b> <i>Reach decisions to resolve problems</i>	<p style="text-align: center;">1</p>	<ul style="list-style-type: none"> <li>• Make realistic, workable and timely decisions and know when need more time to make the decision</li> <li>• Be aware of the consequences/knock on effects of decision/problem</li> <li>• Accept could get it wrong</li> <li>• Be able to identify, describe and define the problem</li> <li>• Prepare to make the decision/solve the problem, seeing it through accepting full ownership</li> <li>• Engage in meaningful consultation and check all facts before making the decision</li> </ul>
<b>Plan and organise effectively</b> <i>Plan, prioritise and think ahead to maximise efficiency and meet deadlines</i>	<p style="text-align: center;">1</p>	<ul style="list-style-type: none"> <li>• Identify priorities and work within deadlines</li> <li>• Think ahead</li> <li>• Be realistic about the time it takes to do things</li> <li>• Monitor progress to keep on track towards objectives and review plans</li> <li>• Have a plan B</li> <li>• Ask for help to decide priorities when there are conflicting demands</li> <li>• Be aware of impending tasks and targets</li> <li>• Document work so others can take over in absence</li> </ul>

### **Expertise in Role** (Role-related knowledge, skills & experience required at selection)

(Although all these requirements must normally be met on appointment, in special circumstances a candidate may be appointed who does not meet a particular requirement. This is providing that the shortfall can be made good in a reasonable time, and the candidate brings other skills, knowledge or experience which are valuable to the role and the organisation)

#### *Clinical/technical skills/knowledge and/or functional experience for the role:*

- Minimum of 2 years experience as a qualified chef
- Experience of cooking for large numbers of people
- Experience of controlling a budget
- Experience of working in a Care / Health environment desirable
- Good communication skills including clear written and spoken English

#### *Relevant clinical/technical, vocational or educational qualifications for the role:*

- Intermediate food hygiene certificate or willing to train for it
- Able to demonstrate possession of 706 City & Guilds 1 & 2 qualification / Catering and Hospitality Level 2 Diploma or knowledge and ability at an equivalent level

#### *Knowledge of software packages:*

- Intermediate Email and internet communications
- Basic Microsoft Word or similar
- Basic Microsoft Excel or similar

#### *Staff management skills/experience:*

- Evidence of achievement in directly supervising staff (12 months minimum)

## Initial Induction & Training Required

(Induction or initial training requirements including organisational and local knowledge, procedures, systems, contacts etc)

- Sanctuary Care Induction Programme undertaken
- Individual training in policies, procedures and service standards
- Establish relationships with key contacts
- Understands own role and objectives
- Trained in internal IT systems relevant to role

Estimated time to complete initial induction & training 9 months

## How would trained & proficient performance be displayed?

(After completion of initial induction & training and after a further period of time in the role (normally at least equal to the period of the induction and training), the role holder should be able to demonstrate the following:)

- Maintains consistent output
- Achieves expected objectives and consistently demonstrates competencies for the role
- Demonstrates an understanding of procedures/processes and applies these effectively
- Demonstrates an understanding of the role within the business objectives
- Keeps up to date with changes to work practices/initiatives and applies them
- Knows who to ask and where information/source of advice can be obtained
- Effectively handles requests/complaints within a set area of work

## Significant Contacts

Significant Contacts indicate the level of responsibility for communication carried out by this role

Level	Description	Residents	%	Internal	%	External	%
1	Routine Information Exchange	✓		✓		✓	
2	Agreeing and Interpreting						
3	Leading and Influencing						

## Working Environment

(Specific features of the working environment that distinguish the role from the general range of roles in the organisation)

- Risks associated within a catering environment
- Shift working and flexible working hours required
- Required to maintain a high level of confidentiality at all times