

Campus Executive Head Chef - Estates and Campus Services - Grade H

Job Description

Purpose

The Campus Executive Head Chef is responsible for overseeing all culinary operations across the University's catering services, including dining halls, cafes, hospitality, conference facilities, and special events. The role will develop innovative and budgeted menus, manage kitchen staff, provide clear direction for food production, and ensure the highest standards of food quality, safety, and hygiene.

Duties

1. Collaborate with senior management to create innovative, income-generating menu offerings that support the student, staff, and visitor experience.
2. Develop and deliver the service vision, ensuring alignment with the University's catering objectives across core services, events, and conferences.
3. Oversee budget management and financial planning, monitor sales, stock control and overall cost control to meet targets while ensuring value for money in all catering services and provide data-driven insights for financial decision-making.
4. Ensure high-quality, cost-effective food production standards across all production and catering units, maintaining consistency and regulatory compliance.
5. Plan and implement menu frameworks and kitchen management systems to meet nutritional and allergen requirements.
6. Monitor and enforce legal compliance across all operations, adhering to food safety, hygiene, and health & safety regulations and conduct risk assessments and ensure use of PPE and staff uniforms to maintain a safe workplace.
7. Lead, develop, and mentor kitchen staff, fostering a collaborative and high-performance culture and manage staffing levels, prepare shift rotas, and ensure effective cover for absences to maintain service continuity.
8. Actively seek customer feedback to inform menu development and improve service quality and respond to customer queries and collaborate with stakeholders to ensure efficient, budget-aligned service delivery.
9. Contribute to the University's sustainability goals, focusing on responsible procurement and waste reduction and promote sustainable food sourcing and ethical practices within the catering operations.
10. Manage subcontracted facilities, maintenance contracts, and procurement processes to secure quality and cost-effective resources and build and maintain supplier relationships to ensure value, quality, and efficient procurement of ingredients and supplies.
11. Keep up to date with industry trends to enhance menu designs and food presentation, balancing creativity with financial viability. Test and refine new products based on customer feedback to continually improve offerings.

12. Maintain effective inventory control with stock rotation and waste minimisation strategies to meet demand efficiently and ensure compliance with financial regulations during procurement and stock purchasing processes.
13. Support marketing initiatives by aligning food offerings with branding and customer expectations and coordinate customised menus for special events, conferences, and hospitality services to uphold high standards.
14. Undertake any other duties commensurate with the role / grade as determined by the Line Manager.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Proven experience in supervising and developing staff in a high-quality, customer-focused catering or hospitality environment. (Application/Interview)
- Strong working knowledge of culinary principles, menu development, and hospitality service standards, with the ability to deliver excellent conference and executive dining services (Application/Interview)
- Extensive experience in budget management, cost control, and meeting financial targets related to food and labour costs. (Application/Interview)
- Advanced food hygiene certification (Level 4) (Application)
- Strong knowledge of health, safety, and food hygiene regulations, with experience in legal compliance and risk management. (Application/Interview)
- Significant experience in stock management, procurement processes, and delivering cost-effective, high-quality catering services. (Application/Interview)
- Ability to develop creative, versatile menus and stay current with industry trends to enhance the customer experience. (Application/Interview)
- Competent in the use of hospitality management systems, EPOS, recipe databases, and stock control systems. (Application/Interview)
- Experience in recruiting, training, and managing staff, with a proven track record in performance management and conflict resolution. (Application/Interview)
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview)

Knowledge, Skills, and Behaviours (Desirable)

- Strong understanding of the commercial hospitality sector, including emerging trends and best practices, and the ability to translate these into the university context. (Application/Interview)
- Awareness of the unique challenges faced by the higher education sector, particularly in relation to balancing commercial viability with student-focused services. (Application/Interview)
- Experience in developing and implementing strategic plans, with a focus on improving service delivery and achieving measurable KPIs. (Application/Interview)
- Commitment to promoting ethical and sustainable practices within food sourcing, procurement, and catering operations. (Application/Interview)

- Ability to work effectively under pressure, prioritise tasks, and adapt to changing demands, particularly in a dynamic operational environment. (Application/Interview)
- Proven ability to negotiate and influence both internal stakeholders and external suppliers to enhance service quality and operational efficiency. (Application/Interview)
- A proactive approach to learning and applying new skills and knowledge, with evidence of continuous professional development. (Application/Interview)