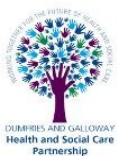


Head Chef



CANDIDATE INFORMATION PACK



Job Description

1. JOB IDENTIFICATION

Job Title: Head Chef

Department: Catering Department

Grade: Band 4

Hours: 37 hours per week

Responsible to: Assistant Catering Managers

Accountable to: Area Catering Facilities Manager

No of Job Holders: 2

2. JOB PURPOSE

The post holder will be responsible for the day to day management of food production and catering services, ensuring the safe, efficient, and high quality provision of meals for patients, staff, and visitors, including retail catering services across multiple sites.

The Head Chef will oversee kitchen operations, staff supervision, production planning, and service delivery, ensuring compliance with food safety legislation, allergen management and labelling requirements under Natasha's Law, NHS Scotland catering standards, and Health Board policies. The role includes responsibility for key assurance areas such as mandatory training compliance, high risk equipment training and sign off, food safety controls, allergen management, audit activity, and stock ordering to meet service demand.

The post holder will work closely with Assistant Catering Managers and other stakeholders to support continuous improvement, maintain service standards, and contribute to the effective operation of both patient catering and retail catering services.

3. ORGANISATIONAL POSITION

A Departmental Structure is attached showing where this post fits into the department.

4. SCOPE AND RANGE

The post holder is responsible for the operational management of catering services across patient catering and retail catering, supporting service delivery across multiple sites.

The role includes responsibility for supervising chefs and catering staff, overseeing food production and service activities, supporting retail catering operations, engaging with ward staff and Dietetic Services, and contributing to service planning, audit, and service improvement initiatives.

The post holder operates within a regulated healthcare environment, requiring compliance with food safety legislation, NHS Scotland standards, and Health Board policies, and contributes to both operational delivery and service assurance.

5. MAIN DUTIES/RESPONSIBILITIES

Staff Management

The post holder is responsible for the day-to-day supervision and management of chefs and catering staff, ensuring safe, effective, and high quality service delivery.

- ❖ Ensuring all chefs and relevant staff comply with mandatory and role specific training requirements, including food hygiene, allergen awareness, LearnPro modules, and local training requirements.
- ❖ Training, competency assessment, and formal sign off of staff in the safe use of catering equipment, including higher risk equipment such as meat slicers and high-pressure steamers.
- ❖ Identifying skill gaps and performance issues and developing tailored training and development plans to bring staff to the required standard.
- ❖ Carrying out Annual Development Reviews and supporting the completion of Personal Development Plans.
- ❖ Supporting recruitment, induction, supervision, performance management, sickness absence management, and staff wellbeing in line with Health Board policies.
- ❖ Ensuring staff adhere to uniform, personal hygiene, PPE, and infection prevention and control requirements.
- ❖ Promoting a positive working environment that supports dignity, respect, equality, and effective team working.
- ❖ Lead and coordinate the Dumfries and Galloway Chefs Forum to support professional development, share best practice, introduce new techniques, dishes, and products, and promote knowledge sharing and consistency across sites.

Operational Management

The post holder is responsible for the day to day operational management of food production and catering services across patient catering and retail catering.

- ❖ Managing kitchen operations, production planning, service timings, and allocation of work to meet patient, ward, and retail service requirements.
- ❖ Ensuring food quality, consistency, presentation, portion control, and compliance with dietary, therapeutic, cultural, and allergen requirements.
- ❖ Acting as the first operational point of contact for wards regarding daily catering services and resolving service issues.
- ❖ Visiting wards to monitor food quality at the point of service and obtain feedback from staff and service users.
- ❖ Ensuring food safety controls are applied at all stages of production and service, including temperature monitoring, segregation, and stock rotation.
- ❖ Ensuring no substitution of products or ingredients takes place without approval and confirmation that there is no impact on allergens or nutritional value.
- ❖ Supporting service continuity during staff absence, equipment failure, or service pressures, including providing operational cover where required.

- ❖ Ensure seasonal menus, special days, and themed menus for patients, staff, and visitors are implemented and maintained, with appropriate Dietetic Services sign off where required.

Governance, Policies and Assurance

The post holder is responsible for ensuring catering services operate in line with legislative, policy, and assurance requirements.

- ❖ Ensuring compliance with food safety legislation, allergen management requirements under Natasha's Law, NHS Scotland catering standards, including Food in Hospitals Standard, Healthcare Retail Standard, Eating Out Eating Well, and alignment with the Good Food Nation agenda.
- ❖ Supporting and participating in planned and unplanned audits, including ward audits and peer support cross site audits.
- ❖ Recording audit findings, implementing corrective actions, and escalating risks where required.
- ❖ Ensuring accurate completion and retention of documentation required for audit, assurance, and governance purposes.
- ❖ Supporting investigations into incidents, complaints, and service issues and implementing service improvements.
- ❖ Support the development and implementation of catering service contingency and business continuity arrangements to ensure service continuity during incidents such as loss of utilities, high staff absence, supplier failure, or major incidents.

Budget, Retail and Service Development

The post holder supports the effective use of resources and contributes to service improvement and retail performance.

- ❖ Supporting ordering, stock control, stock takes, waste reduction, and value for money across catering services.
- ❖ Monitoring food costs, stock usage, and wastage and reporting issues as required.
- ❖ Supporting retail catering operations, including EPOS systems, digital pricing, retail KPIs, promotions, theme days, and improvement plans.
- ❖ Working with Assistant Catering Managers to identify opportunities for cost improvement, income generation, and changes in practice.
- ❖ Supporting service development initiatives and continuous improvement across patient and retail catering services.

6.SYSTEMS AND EQUIPMENT

The post holder is required to work with and oversee the use of a wide range of catering systems and equipment, including

- ❖ Catering production equipment and machinery, including higher risk equipment.
- ❖ Food safety management systems, including HACCP, patient meal ordering systems, audit tools, temperature monitoring systems, and associated documentation.
- ❖ Retail catering systems, including EPOS, sales reporting systems, PECOS, digital pricing platforms, and chip and pin systems.

- ❖ IT systems to support communication, training records, audits, reporting, and stock control.

The post holder is responsible for ensuring that all equipment and systems are used safely, cleaned, dismantled, reassembled, and maintained in accordance with manufacturer guidance and Health Board procedures.

7. DECISIONS AND JUDGEMENTS

The post holder is required to make day to day operational decisions relating to food production, service delivery, staffing deployment, and prioritisation of work.

The role requires the exercise of judgement when responding to service pressures, complaints, staffing issues, equipment failure, audit findings, and unplanned events, escalating issues appropriately in line with policy and procedures.

The post holder must apply professional judgement to ensure food safety, allergen control, and service continuity at all times.

8. COMMUNICATIONS AND RELATIONSHIPS

The post holder will communicate effectively with

- ❖ Catering staff, supervisors, and Assistant Catering Managers.
- ❖ Ward staff, ward sisters, patients, visitors, and service users.
- ❖ Dietetic Services and Facilities colleagues.
- ❖ Staff representatives where required.
- ❖ External suppliers, EPOS providers, IT support services, and Environmental Health.

The role requires regular communication of service changes, policies, procedures, training requirements, and improvement initiatives, as well as handling complaints and feedback in a professional manner.

9. PHYSICAL DEMANDS OF THE JOB

The role requires frequent standing, walking, bending, lifting, and manual handling throughout the working day, including moving food items, catering equipment, and food trolleys.

The post holder will work in a food production environment with regular exposure to heat, cold, noise, and humidity, and must wear appropriate uniform and personal protective equipment.

Sustained concentration is required when supervising food production and service, undertaking hygiene checks, completing rosters, carrying out risk assessments, audits, and preparing reports.

The post holder may be exposed to occasional emotionally challenging situations, including staffing issues, complaints, and service pressures, requiring a calm and professional approach.

The role may occasionally require travel between sites to support service delivery, operational cover, audit activity, or service improvement work.

Work is generally planned; however, flexibility is required to respond to unplanned events such as staff shortages, equipment failure, or major incidents, which may occasionally require working outside normal hours.

10.MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

The role involves sustained concentration when supervising food production and service, undertaking hygiene checks, completing rosters, audits, risk assessments, and reports.

The post holder may be exposed to emotionally challenging situations, including complaints, staffing issues, and service pressures, and must respond calmly and professionally.

The role requires flexibility to respond to unplanned events, including staff shortages, equipment failure, and major incidents, which may occasionally require working outside normal hours.

11.KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Comprehensive knowledge of food safety legislation, allergen management requirements, and NHS Scotland catering and food service standards.
- Sound knowledge of food production techniques, culinary skills, and kitchen procedures required to deliver high quality meals within a healthcare environment.
- Knowledge of the preparation and service of therapeutic, special, cultural, and dietary meals in line with dietetic guidance and clinical requirements.
- Knowledge and experience of implementing and monitoring food safety management systems, including Hazard Analysis and Critical Control Point principles.
- Knowledge of health and safety requirements relevant to catering services, including COSHH, manual handling, and infection prevention and control.
- Knowledge of customer care principles and continuous service improvement within a patient and customer focused catering environment.
- Knowledge and experience of supervising catering staff, supporting performance, and delivering food safety and service related training.
- Knowledge of stock control, cost awareness, waste reduction, and value for money within a catering and retail environment.
- Ability to respond effectively to emergency and unplanned situations, applying judgement within policy and procedures.

- • Competent IT skills to support catering systems, communication, training records, audits, reporting, and stock control.

12. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

Person Specification

ESSENTIAL	DESIRABLE
<p>QUALIFICATIONS</p> <p>Recognized professional cookery qualification, for example City and Guilds 706/1 and 706/2 or equivalent.</p> <ul style="list-style-type: none"> • Intermediate Food Hygiene qualification. • SVQ Level 3 in Hospitality Supervision. 	<p>Higher National diploma in Hospitality IOSH Health & Safety Training Managing Safely Advanced Food Hygiene</p>
<p>SKILLS</p> <ul style="list-style-type: none"> • Ability to supervise and support catering staff, including training and performance monitoring. • Ability to work effectively under pressure in a busy kitchen and catering environment. • Good organisational and time management skills, with the ability to prioritise work and meet deadlines. • Good verbal and written communication skills. • Customer focused approach to service delivery. • IT skills, including Microsoft Word and Excel, with ability to maintain records and produce basic reports. • Ability to work flexibly to meet service needs. • Ability to work independently and use judgement appropriately. 	<p>Knowledge of Health & Safety, food safety, sickness absence Policies & Procedures within NHS Environment or large-scale organisation</p> <p>Knowledge of computerised catering management system</p>
<p>EXPERIENCE</p> <p>Minimum of three years' experience as an Assistant Head Cook or equivalent in a large scale catering environment.</p> <ul style="list-style-type: none"> • Experience of supervising and supporting catering staff. • Experience of food production within a regulated catering environment, delivering meals to agreed standards and deadlines. • Experience of stock control, ordering, waste reduction, and cost awareness 	<p>Experience of working within NHS or healthcare catering services.</p> <ul style="list-style-type: none"> • Experience of retail catering operations, including service improvement or income generation initiatives. • Experience of event planning, promotions, or themed catering activity. <p>Completion of Risk Assessments</p>
<p>KNOWLEDGE</p> <p>Knowledge and application of food safety legislation, including HACCP</p>	

<p>principles and allergen management requirements.</p> <ul style="list-style-type: none"> • Knowledge of health and safety legislation relevant to catering services, including COSHH and manual handling. • Knowledge of preparation and service of therapeutic, special, cultural, and dietary meals. 	<p>Knowledge of NHS Scotland catering and food service standards.</p> <ul style="list-style-type: none"> • Knowledge of continuous improvement and customer care principles within a catering or retail environment.
<p>PERSONAL CHARACTERISTICS</p> <p>Professional, reliable, and committed to maintaining high standards of conduct, safety, and service delivery.</p> <ul style="list-style-type: none"> • Calm and resilient, with the ability to remain effective under pressure and respond positively to challenges. • Approachable and respectful, with the ability to work well as part of a team and build positive working relationships 	<p>Proactive and forward thinking, with a positive attitude to change and service improvement.</p> <ul style="list-style-type: none"> • Confident in contributing ideas and constructively challenging existing practices. • Motivated to support learning, development, and continuous improvement within the team.

Completed By _____

Date -----

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NHS Dumfries & Galloway

For information on NHS Dumfries & Galloway, including details of further staff benefits, how to get started with us, advice for moving to the area, our facilities and beautiful surroundings, check out our **Work with Us** Portal.

To access the Work with Us web pages, copy and paste the following link into your web browser: www.nhsdg.co.uk/workwithus

Dumfries and Galloway Health and Social Care Partnership

For information on Dumfries and Galloway Health and Social Care partnership:
<https://dghscp.co.uk/>