



Muncaster Cafés - Head Chef

Contract:	Full Time
Term:	Permanent
Hours:	40hrs/week average - as business requires with seasonal variances
Enhancements:	Performance related bonus scheme
Holidays:	28 days including BH's Closed on Christmas Eve, Christmas Day & Boxing Day
Responsible to:	Operations Manager (Catering, Hospitality, Retail)
Responsible for:	Kitchen Team
Benefits:	Good pension contribution & other benefits,
Accommodation:	Discounted accommodation available if required.

Background:

Muncaster Castle is one of The Lake District's most important heritage visitor attractions. Our stunning site includes an impressive castle with centuries of history plus the associated stables, courtyards and walled gardens, all set in over 70 acres of beautiful gardens and grounds, with breathtaking views over some of the most famous and beautiful Lake District Fells. We are home to an important and renowned Hawk and Owl Centre, and many popular seasonal festivals and events. We have been welcoming daily visitors to Muncaster since 1968, and currently host over 60,000 visitors a year, with an ambition to significantly grow this number.

Muncaster has been the home of the Pennington family for an astonishing 800 years, and the family still live in part of the castle, with hands on involvement in the delivery of our visitor offer. Muncaster is very much a family business, including the whole team. We are currently undergoing a transition from one generation of leadership to another, and alongside this change, we are embarking upon a significant development and growth plan to create a genuine step change for our much loved historic visitor attraction, to establish it as the best within the sector and a priceless gem in the Lake District's crown.

Job Purpose:

The Café Head Chef is responsible for leading and motivating the kitchen team to achieve excellent standards in food quality, menu choice, fast and consistent service, and health & safety practices. Their skills are key to attracting new customers throughout the year for breakfast, brunch and lunch - building a reputation for our new café and seasonal pop-up offer, as well as continuing to provide great choice, quality and value for existing customers.

The Café Head Chef, reporting to the Operations Manager (Catering, Retail, Hospitality), is in charge of the main café kitchen rotas, food ordering, stock control and management, invoicing and food cost control and will work together



closely with the Operations Manager to prepare appropriate and competitively priced seasonal menus - delivering a range of hot and cold dishes for all the café and pop up food outlets at Muncaster.

The focus will be on using local and seasonal produce whenever possible, and producing accessible, high quality menus, with choice variances for different outlets and target markets - which are fast and efficient to prepare without sacrificing food quality. They will also manage all aspects of food preparation is seasonal pop up offers, such as BBQ's or extra event/festival catering.

The Cafés Head Chef will also be responsible for overseeing the food production for corporate meetings and private bookings and events, including weddings, developing a reputation for great event catering. They will also on occasion, assist the Castle Head Chef preparing fine dining banquet experiences for guests in the castle formal dining room.

All regulations relating to the café kitchens Health & Safety and Food Safety law will be observed and supervised by the Café Head Chef.

Focus/Duties/Responsibilities:

- Overall responsibility for daily operations in the kitchen
- Personally and through the kitchen team prepare a full range of kitchen made hot and cold savoury main breakfast, brunch and lunch dishes plus soups, sandwiches, starters and salads, using only the freshest and highest quality local produce.
- Provide a selection of home-baked items, including scones, cakes and bakes, to be available daily at the counter and for private functions as required.
- Oversee the preparation and delivery of all site produced food products served from the different outlets.
- Oversee the preparations and delivery of all site produced food for public events and festivals.
- Prepare or oversee the preparation of food for all private events held at Muncaster – including corporate events, meetings and weddings (**Note:** Excluding fine dining experiences in the castle dining room)
- Oversee and manage all food service areas during operating hours. Delegate this role to colleagues or team members during time off.
- (For clarification – it is a small team at Muncaster and therefore the Café Head Chef will be expected to hands-on prepare and cook all ranges of food as required, as well as supervising others in their team.)
- Manage stock levels and maintain a good balance of food and drinks held within the fridges, freezers and store rooms to ensure minimal wastage and no shortfall in the public offer.
- Ensure that the counter displays and other onsite catering points are well stocked throughout the trading hours and with the café supervisors, that effective and safe food displays are maintained at all times.
- In agreement with the Operations Manager, staff the kitchen within the boundaries of the budget and according to the levels of business expected – ensure that all factors, including the weather, are taken into consideration when assessing expected business levels. Ensure the rota is organised to operate at the highest possible standard levels.
- Liaise with suppliers for food and drink orders, ordering all required food and drink product in a timely manner. Work together with the Operations Manager to maintain good relationships with all suppliers.
- Agree competitive pricing and ensure all deliveries happen in a timely manner.



Note: Some supplies are purchased as a group with Pennington Hotels and ongoing liaison on purchasing with our sister company is required.

- Work within the agreed levels of GP and food margins and report accordingly.
- Actively work to reduce or eliminate waste. Where waste does occur, maintain accurate waste recording sheets (or enter into EPOS system) and report regularly to the Operations Manager on waste levels.
- Maintain high standards of hygiene, tidiness, safety and personal presentation in all kitchens, food production areas and food storage areas.
- Work with the Operations Manager and other members of the catering team to maintain and update risk assessments according to H&S law.
- Maintain the COSHH, MSDS and RA databases in collaboration with the supervisors and relevant members of staff.
- Line manage all members of the kitchen team and organise rotas, training, holidays and events accordingly. Due to the seasonal nature of the business, the head chef must ensure that the kitchen standards are maintained at their highest possible level regardless of operational pressures. It is the head chef's responsibility to ensure there is no down time in the kitchen.
- Collaborate with the Operations Manager to ensure the highest level of (induction) training is delivered to all new starters. In addition to this, further training in knife skills, general cookery skills and food hygiene must be upheld throughout the year.

Other Duties

The duties and responsibilities in this role profile are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this grade of post will be mutually agreed with the post holder.

Health and Safety

The post holder is required to carry out the duties in accordance with Muncaster's Health and Safety policies and procedures.

Diversity

The post holder is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all cultures.

Role profile written by: _____

Agreed by post holder: _____ (signature)

Name: _____ Date: _____

Person Specification



Skills and Experience Required - (E) Essential (D) Desirable

- The skills and experience to deliver the responsibilities listed above (E)
- NVQ3 Culinary Arts & Hospitality Management or comparable demonstrable experience (E)
- Intermediate Food Hygiene Certificate (E)
- Welcome Host Qualification (D)
- Experience of cooking and baking to a high standard in a busy commercial environment (E)
- An good understanding of using local produce and ingredients in menu creation (E)
- The ability to write menus that are both creative and profitable (E)
- An interest in both great café food and pop up catering for events (E)
- Experience of running BBQ's & pizza baking (D)
- Ability to create fantastic cakes and other baked goods (D)
- Previous supervisory experience of kitchen teams - recruitment, training, management (E)
- Previous budget management including staff costs and GP management(E)
- Awareness of all relevant Health & Safety and Environmental Health laws, policies and codes of practice (E)
- Ability to create robust kitchen risk assessments (E)
- Good culinary skills to produce high quality hot and cold dishes, soups, salads, home baking etc (E)
- Ability to work unsupervised and with initiative (E)
- Willingness to work hard in busy periods and manage time in quieter periods.
- Ability to remain calm, positive and supportive of other team members at all times (E)
- Ability to work closely and co-operatively with the café front of house teams at all times (E)
- Ability to develop Muncaster's Wedding and Private Event fully costed menus, and be able to create and deliver that offer (E)
- Ability to assist the Castle Head Chef with the development and delivery of fine dining options in the Castle Dining Room as part of wider packages.



Benefits:

- Extraordinary lifestyle opportunity in an amazing location - living in the Lake District, working at a Castle, with the majority of evenings free
- Permanent (after probation period), full time contract
- Competitive salary (negotiable within a range)
- Performance bonus structure (negotiable within a range)
- Discounted accommodation can be discussed as part of a package if required
- Good holidays and pension contributions
- Career building opportunity – a chance to have a notable impact within this sector
- Coming in at the start of some very exciting developments with a chance to shape those developments – the potential is enormous and the vision inspiring
- Autonomy to develop and lead a new team and offering
- Working with a friendly family team who all have a great love for Muncaster – it’s hard work but there is never a dull moment and we all have a lot of fun!
- A chance to work here:



- A chance to work with us:

