THE MILLBROOK GARDEN COMPANY LIMITED JOB DESCRIPTION

Job Title: Kitchen Supervisor
Responsible to: Catering Manager

Job Purpose:

To supervise the daily back of house catering operations through leading the kitchen and team to ensure that you deliver food and services within the required deadlines and to the company's and EHO standards whilst exceeding the expectations of our customers and delivering the agreed sales targets.

Key Accountabilities:

1. Supports and contributes to the achievement of budgeted company sales, margins and contribution.
2. Encourages and supports the development of the team.
3. Supervises consistent delivery of company and food standards, Food Safety, Environmental Health, Trading Standards and Health and Safety standards and procedures across the site.

1. **Supports and contributes to the achievement of budgeted Company sales and margins:**
   - Supervise the team to deliver food and services within the required deadlines supervising food prep and cooking;
   - Constantly monitors and reviews the achievement of set targets and through planning and control of budgets, portion control and stock to maximise commercial potential;
   - Responsible with the Catering Manager for ensuring all of our food production conforms to guidance on allergens and considers dietary requirements and food intolerances;
   - Ensures correct adherence to procedures for stock ordering including quality control and identifying shortages , to control wastage levels and to deliver accurate monthly stock takes;
   - Ensure the kitchen team meets Company targets and ensure operational guidelines are met;
   - Plan with the Catering Manager to ensure you have the right number of people to produce the menu consistently;

   - **Encourages and supports the development of the team:**
   - Supports the Catering Manager in recruitment, retention, training and performance of employees to ensure they are skilled and motivated to carry out the requirements of their roles;
   - Supports the Catering Manager to ensure there is a training plan in place to support the team in the delivery of the menu consistently;
   - Constantly find ways of motivating your team to achieve agreed company targets and objectives.
   - To promote staff ownership and accountability creating a positive and enjoyable working environment.

2. **Supervises consistent delivery of company and food standards, Food Safety, Environmental Health, Trading Standards and Health and Safety standards and procedures across the site:**
   - Uses the café audits to ensure consistency of standards;
   - Oversees a safe working environment so Company and legislative requirements are met at all times;
   - Ensures due diligence which is communicated clearly to the kitchen team and through the completion of internal audits on a regular basis and the use of the Kitchen Record Keeping Book and maintenance of EHO paperwork, ensure compliance with Health and Safety and Environmental Health legislation, Nutrition and Sanitation Regulations and Trading Standards ;
   - To participate in the HACCP procedure according to the Company's food safety management document.
   - Maintains the highest professional food quality and hygiene standards at all times, ensuring all food is stored in compliance with safety practices;
   - Ensures adherence to the company's uniform and presentation standards.

Key Performance Indicators:

1. Financial Targets Achieved:
- Sales and profit in line with Company forecasts and agreed margin;
- Wastage targets achieved;
- Budget for food production managed and achieved.

2. Customer Targets Achieved:
- Customer numbers and average spend achieved;
- GCA inspection targets achieved;
- Net Promotor Score (NPS) achieved;

3. People Targets Achieved:
- Staff attitude survey satisfaction target achieved;
- Team managed through 1-1 meetings in line with Company Procedure.

4. Standards Achieved:
- Achievement of agreed catering standards;
- Health & hygiene standards achieved;
- Risk assessments completed, updated as required and documented.

Signed by Job Holder: …………………………………………………………

Print Name: …………………………………………………..

Signed by Job Holder's Manager: …………………………………………………………

Print Name: …………………………………………………..

Date: ………………………………………………….