

The Mad House

EXPERIENCED COOK/CHEF

Role Purpose: Taking overall accountability for the day to day running of the catering operation of the Play and Party Centre. This involves ensuring excellence in all aspects of:

- a) Food preparation & customer service,
- b) Catering stock control and ordering,
- c) Menu development,
- d) Catering staff recruitment, retention, training and discipline,
- e) Hygiene, health, safety and quality control, adherence to food management systems

Will also take an active role in product and service development, driving improvement in all areas of the business and revenue generation

Reports to: The Manager

Location: The Mad House, Lime Square, Reading

Key Accountabilities

- 1) To develop the catering side of the business in order to meet and exceed target profit levels on all catering revenue streams.
- 2) To develop and revise business processes in cost control, service, quality and value to maximise the efficiency of the catering operation.
- 3) To continually develop the menu and offer imaginative, healthy, quality and value for money children's and adults meals.
- 4) To lead, motivate and manage catering staff, ensuring that appropriate resource and skill competence levels are always available to meet business requirements.
- 5) To develop employees effectively by assessing potential and thereby create realistic, and effective succession/development plans.
- 6) Build and maintain strong relationships with customers, key suppliers, contractors and employees.

Key Skills, Competencies and Experience Required:

- Minimum 2 years in a commercial food preparation and cooking role.
- Ideally minimum NVQ level 2 in Food Preparation and Cooking or equivalent. Hygiene certificate.
- Ideally minimum of 1 years supervisory experience at an operational management level within a catering facility.
- Experienced in the organisation of catering staff, drawing up staffing rosters and rescheduling of priorities because of changing requirements
- Able to work under pressure, maintain high standards of output, meet tight deadlines, prioritise
- Confident & effective communicator whether it is in writing, on the telephone or in person
- Willing to help and muck in with any task assigned
- All round effective/ flexible team member who can lead from the front and by example
- Must be a natural enthusiast about food and producing quality food services to the customer, a creative individual with a flair for menu design.
- Possess excellent organisational skills, and capable of setting up and maintaining complex and effective catering administration systems.