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|------------------------|---|-------------------------------|-----------|
| <b>Job title</b>       | Head of Catering  |                               |           |
| <b>Salary</b>          | Competitive   |                               |           |
| <b>Department</b>      | Catering  | <b>Full time or Part-time</b> | Full time |
| <b>Reporting to</b>    | General Manager   |                               |           |
| <b>Responsible for</b> | Catering Department   |                               |           |
| <b>Working Hours</b>   | 9am – 6:00pm. Wednesday – Sunday (Summer)<br>9am – 5.30pm Wednesday – Sunday (Winter) |                               |           |

### Purpose and objectives of the role

The Head of Catering is responsible for leading and managing all catering operations across the site. This includes hands-on cooking, overseeing food production and service delivery, team leadership, rota management, compliance, financial performance, supporting event delivery, and acting as Duty Manager in charge of the site when required.

This is a hands-on leadership role requiring a strong operational presence in the kitchen and front-of-house, particularly during busy periods, peak seasons, and events.

### Main duties and responsibilities

#### Food Preparation & Cooking

- Take an active, hands-on role in food preparation and cooking during service.
- Lead by example in maintaining high standards of food quality, presentation, and consistency.
- Oversee food production to ensure timely service delivery.
- Ensure all dishes are prepared in line with recipes, portion controls, and allergen guidelines.
- Maintain a clean, organised, and efficient kitchen environment.
- Step into key kitchen roles when required due to staffing levels or peak demand.

#### Operational Management

- Oversee the day-to-day running of all catering outlets and food service

operations.

- Ensure exceptional customer service standards are delivered consistently.
- Maintain compliance with food safety, hygiene, and health & safety legislation.
- Implement and monitor standard operating procedures.
- Maintain high standards of cleanliness across kitchen and service areas.

### **Team Leadership & Management**

- Recruit, train, develop, and motivate the catering team.
- Provide kitchen leadership and coaching to chefs and catering assistants.
- Manage team performance through regular reviews and feedback.
- Foster a positive, professional, and high-performing team culture.
- Manage staffing issues in line with company policy.

### **Rota & Workforce Planning**

- Create and manage weekly staff rotas aligned with business needs and budgets.
- Monitor labour costs and productivity to meet financial targets.
- Manage holiday requests, sickness cover, and additional staffing where required.
- Plan staffing proactively around seasonal peaks and event days.

### **Events & Functions Support**

- Assist with the planning, coordination, and delivery of on-site events.
- Lead the catering operation for events, including food preparation, cooking, and service.
- Develop event-specific menus and catering packages.
- Plan staffing, equipment, and stock requirements for events.
- Ensure event catering runs smoothly, profitably, and to high quality standards.
- Support event set-up and breakdown as required.

### **Duty Manager Responsibilities**

- Act as Duty Manager in charge of the site when required.

- Take responsibility for the safe and efficient operation of the site during duty shifts.
- Handle escalated customer issues professionally.
- Manage emergency procedures and ensure compliance at all times.
- Work collaboratively with other departments to ensure seamless site operations.

### Financial & Commercial Performance

- Manage catering budgets, GP margins, and cost control.
- Oversee stock ordering, supplier management, and inventory control.
- Minimise waste through effective planning and stock rotation.
- Identify opportunities to grow revenue through menu development and events.
- Produce regular performance reports for senior management.

### Menu Development & Innovation

- Develop seasonal menus aligned with customer expectations and brand standards.
- Ensure menus are accurately costed to achieve required margins.
- Introduce new dishes and concepts to enhance customer experience.
- Ensure full allergen compliance and dietary consideration across all menus.

### Compliance & Safety

- Maintain Food Safety Management Systems and documentation.
- Lead Environmental Health inspections and internal audits.
- Ensure allergen compliance and correct labelling.
- Ensure all kitchen and catering staff maintain required certifications.
- Maintain safe working practices at all times.

### Person Specification

#### Essential

- Proven experience in a senior catering or head chef/manager role.
- Strong hands-on cooking ability in a fast-paced environment.
- Experience managing teams, rotas, and labour budgets.
- Strong understanding of food safety and health & safety legislation.
- Experience supporting or delivering catered events.
- Strong leadership and organisational skills.

#### Desirable

- Level 3 Food Safety qualification (or equivalent).
- First Aid at Work qualification.
- Experience in high-volume, seasonal, or visitor attraction environments.

### Key Skills & Competencies

- Strong culinary skills
- Leadership and team development
- Organisation and time management
- Commercial awareness
- Problem-solving and decision-making
- Customer-focused mindset
- Ability to perform under pressure during peak service and events

### Why Join Us?

Join our small, dynamic team at a crucial stage of our development where you have the opportunity to actively contribute to the commercial and operational success of the business. With this exciting role you will also benefit from:

- Free or subsidised meals on duty
- Discounts in our retail & catering outlets
- Free & discounted admission tickets
- Twice yearly staff social events
- Working in a family run business, where work-life balance is understood and supported.
- Training and development opportunities

# HOGSHAW FARM

& WILDLIFE PARK

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