

Job Title: Chef Manager

Primary Location: Guild House or Magdalen House

Reports to: Registered Manager

Accountable to: CEO



Job Profile: The Chef Manager is responsible for the overall management of the catering service, ensuring the delivery of safe, nutritious, person-centred meals and refreshments that meet residents' needs, preferences and clinical requirements. The role combines hands-on culinary leadership with operational management responsibility for catering staff, budgets, compliance, stock control and continuous service improvement. The Chef Manager will ensure compliance with CQC Fundamental Standards, food safety legislation and organisational policies whilst creating a positive dining experience for residents and customers.

Key to all posts: All Trust employees must ensure that residents and members are treated with dignity, respect and protected from neglect or abuse. All Trust employees must abide by the terms and conditions of their contract, the Trust's Code of Conduct and this job description.

Key Responsibilities

1. Person-Centred Care and Nutrition

(CQC Regulations 9 & 14)

- Ensure all residents receive meals, snacks and drinks that meet their individual nutritional, cultural, religious and dietary requirements.
- Develop, implement and review varied seasonal menus in consultation with residents and relevant stakeholders.
- Promote resident choice and flexibility, ensuring alternatives are available at every meal.
- Ensure suitable provision for modified diets, allergies, intolerances and special nutritional requirements.
- Work closely with care staff and healthcare professionals to support residents identified as being at risk of malnutrition or dehydration.
- Ensure nutrition and hydration requirements are effectively monitored and communicated.

2. Quality of Service and Resident Experience

(CQC Regulations 9 & 10)

- Promote a positive dining experience that enhances residents' wellbeing and quality of life.
- Ensure food is presented attractively and served respectfully and promptly.
- Support a welcoming mealtime environment that promotes dignity, independence and social interaction.
- Respond positively to feedback from residents, families and visitors.
- Lead initiatives to continuously improve catering services and resident satisfaction.

3. Food Safety and Safe Care

(CQC Regulation 12)

- Ensure full compliance with Food Safety legislation and Safer Food Better Business (SFBB) requirements.
- Maintain robust systems for allergen management and food safety controls.
- Ensure safe food preparation, storage, transportation and service.
- Monitor and maintain cleaning schedules, temperature records and food safety documentation.
- Investigate and report food safety incidents, accidents and near misses in accordance with organisational procedures.
- Ensure kitchen areas meet required standards of hygiene and infection prevention and control.

4. Leadership and Staff Management

(CQC Regulation 18)

- Recruit, lead, motivate and supervise catering staff.
- Ensure staffing levels are maintained to meet service requirements safely and effectively.
- Prepare and manage staff rotas.
- Conduct inductions, supervision meetings, competency assessments and performance reviews.
- Ensure staff complete mandatory and role-specific training.
- Promote a positive culture of teamwork, accountability and continuous improvement.
- Address performance concerns in accordance with organisational policy.

5. Governance, Compliance and Quality Assurance

(CQC Regulation 17)

- Maintain accurate records relating to food safety, audits, stock management and service delivery.
- Conduct regular internal audits and quality assurance checks.
- Develop and implement action plans to address identified areas for improvement.
- Support regulatory inspections and provide evidence of compliance when required.
- Monitor catering performance against agreed quality standards and organisational objectives.
- Ensure compliance with all company policies, procedures and regulatory requirements.

6. Financial and Resource Management

- Manage catering budgets effectively and responsibly.
- Order food, equipment and supplies in line with approved purchasing procedures.
- Monitor expenditure and identify opportunities to achieve value for money.
- Manage stock levels effectively and ensure appropriate stock rotation.
- Reduce waste through careful menu planning, portion control and procurement practices.
- Submit payroll and rota information as required.

7. Health and Safety

(CQC Regulation 15)

- Ensure a safe working environment for residents, staff and visitors.
- Ensure compliance with Health and Safety legislation, COSHH, fire safety and manual handling requirements.
- Maintain equipment in good working order and report defects promptly.
- Undertake regular workplace risk assessments.
- Investigate accidents and implement preventative actions where required.

8. Safeguarding

(CQC Regulation 13)

- Promote safeguarding principles at all times.
- Recognise and report concerns relating to neglect, malnutrition, dehydration or unsafe practices.
- Ensure safeguarding concerns are reported in accordance with organisational procedures.
- Support a culture where residents feel safe, valued and respected.

Responsibilities applicable to all post holders across the Trust

You must:

- a) Communicate with residents, club members, colleagues and all who in engage with the Trust in a polite and professional manner.
- b) Work in a way that promotes and respects people's privacy, dignity, choice and keeps them safe.
- c) Communicate all concerns for resident / club member welfare as per policy.
- d) All information relating to Residents, Members and/or the Trust must be used in accordance with Data Protection requirements.
- e) Work as part of a team.
- f) Take reasonable care for your health and safety and for that of others that may be affected by your acts or omissions.
- g) Ensure that you are aware of your responsibilities and actions to take should a fire arise and in the event of a fire that you follow them.
- h) Report any situation which may affect the safety or quality of the Trusts' services.
- i) Ensure you use Trust recording and reporting systems correctly.
- j) Make full and proper use of any system of work provided by the Trust.
- k) Use any equipment provided by the Trust in accordance with its purpose.
- l) Attend any training deemed appropriate for your job title by the Trust.
- m) Attend staff and other meetings as requested.
- n) Adhere to all Trust policies and procedures.

- o) Carry out, when asked, any duty that could reasonably be expected of you.

Please Note:

This Job Description is not meant to be definitive or restrictive and will be modified to meet the changing needs of the Trust.

GCT is committed to safeguarding and promoting the welfare of adults with care and support needs and expects all staff and volunteers are expected to share this commitment.

GCT operates a Safer Recruitment Process which is in line with the Health and Social Care Act 2008 and the Gloucestershire Safeguarding Adults Board guidance.