



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the post holder.

Job title: Chef Manager (B)

Department/Division: LSE Catering, Residential and Catering Services Division
Accountable to: Residences Catering Manager

Job Summary

The Chef Manager (B) is responsible to the Residences Catering Manager for aspects of the day-to-day management in the particular unit to which they are assigned including assisting with the planning and delivery of the unit's services, food preparation and cooking and duty manager responsibilities. The role is primarily 'hands-on'.

The unit will consistently cater for 150 - 200 customers daily over a 7 day per week operation.

The post holder will contribute towards developing the business in line with the catering strategy and assisting with leading a team to provide excellent services.

Duties and Responsibilities

Service Delivery

- Ensure that all aspects of the services operate as required.
- Ensure high standards of customer care and professionalism.
- Prepare and cook menu items to a high standard of content, taste and presentation.
- Ensure that equipment is operating correctly and reporting faults.
- Ensure the security of cash, keys, stock and premises in line with procedures.
- Ensure compliance to Food Safety and Food Allergen Legislation and HACCP procedures.
- Adhere to Health & Safety procedures including assisting with emergency evacuation of catering areas.
- Adhere to all other relevant statutory and legal requirements including Data Protection, Diversity and Equal Opportunities, and the School's Financial Regulations
- Actively contribute to delivery of the LSE's Environment and Sustainability Policy.

Planning and Organisation

- Assist with planning rotas and staffing levels including the use of temporary staff to ensure that services levels are adequately provided for and that staff resources are used efficiently.
- Plan menus so that a variety of high quality, balanced and well-presented dishes are available on a daily basis in line with required standards.
- Maintain appropriate stock levels and order supplies of food and drinks, cleaning materials and other items from nominated suppliers in accordance with ordering procedures.



- Ensure that goods supplied are of the quality, quantity and price required.
- Assist with reviewing operations to ensure that service excellence is continually achieved, budget targets are being met and performance improvements are identified.
- Carry out stock checks as and when required.

Communication

- Communicate with staff, customers, suppliers and colleagues in an effective, courteous and helpful manner.
- Attend and contribute at department and other appropriate meetings.
- Conduct staff briefings and appraisals.
- Provide feedback and bring matters of concern to the attention of the Residences Catering Manager.

Teamwork & Motivation

- Supervise and motivate permanent and temporary staff, promote good team spirit and work ethos, and lead by example.
- Carry out on-the-job training and mentor junior staff according to identified needs.
- Carry out disciplinary investigations according to the School's procedures, if requested to do so.
- Contribute towards promoting a friendly, efficient and customer orientated environment.
- Adhere to the requirements of the Catering Staff Handbook.
- Participate in any training as required for the effective performance of duties and responsibilities and to keep abreast with industry trends.
- Ensure good working relationships with all colleagues.
- Support the aims and principles of the catering department.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the requirements of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

To deliver services effectively, a degree of flexibility is essential, and the post holder may be required to perform work not specifically referred to above. Working hours are variable and depending on the needs of the business, week-end work will be required. Hours could include evenings, weekends, and public holidays.

Day to day supervision may include any restaurant, coffee bar, retail outlet, licenced bar, hospitality/functions operation, catered halls of residence or other catered support role that may be assigned.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and



familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.