

PGL Job Description



Job Title: Head Chef

Reporting to: Catering Manager

Main purpose of the role

To support a high standard dining experience in a fast-paced environment, you will provide appetising, nutritious meals and excellent customer service, ensuring catering provision consistently meets PGL standards and safety procedures.

As part of PGL you'll be creating unforgettable learning and adventure experiences that make a real difference to the lives of young people. Our incredible team has always been the secret to our success. Our people are our future, and we take great pride in matching your hard work with a promise to look after you and your career.

Responsibilities

Compliance: To ensure that the catering operation meets all laws, regulations and policies in line with health and safety, allergen safety, food safety, PGL Standards and PGL's Food Safety Management System

- Oversee food storage, preparation, cooking, and serving procedures, ensuring adherence to labelling, temperature checks, allergy management, and effective implementation of the HACCP system.
- Champion and maintain high standards of cleanliness and hygiene in the kitchen, while monitoring due diligence records and providing guidance on corrective actions.
- Train Chefs and Assistant Chefs in food safety procedures and the HACCP plan, providing ongoing supervision and coaching, and conducting risk assessments to address hazards.
- Ensure adherence to recipe specifications from the Nutritics system, maintain a safe working environment, and communicate effectively with Front of House colleagues.

Colleague/ Customer: Managing, training and overseeing the kitchen team to deliver an excellent food provision for guests and colleagues

- Utilise PGL's Strive Learning Management System to track and record training completion and monitor workplace performance, providing colleagues with regular 1:1 feedback and using coaching and mentoring to assist and encourage development and career progression
- Manage colleague scheduling within the kitchen, ensuring alignment with contracted hours, customer needs, and business requirements.
- Apply effective communication techniques and delegation skills to manage teams in high-risk and pressurised environments, fostering a strong team ethos through leadership and team-building activities.



PGL Job Description



- Ensure excellent food service standards are maintained, investigate production failings, and respond to colleague feedback via the PGL Engage portal to support continuous improvement and welfare within the department.

Commercial: Manage financial aspects of the food provision to ensure maximum value for money and effective cost control

- Maintain precise food ordering to match volume requirements and minimise excess waste.
- Implement effective stock rotation practices.
- Record all kitchen and servery waste using PGL’s Sharepoint system, leveraging data for informed production planning.
- Communicate production plans to the chef team, promptly informing the Catering Manager and General Manager of any significant budget variances and adhering to approved supply chain protocols.

Manage yourself - improving own CPD and carry out other duties required for the running of PGL centre operations

- Facilitate seamless information exchange among departments to ensure smooth operations.
- Execute action plans across all catering operations while serving as a positive role model for the entire centre.
- Continuously seek personal development in catering and management, actively participating in training and contributing to meetings and forums, including deputising for the Catering Manager as needed.

Assist with centre specific duties associated with a residential children’s activity centre

- Assist the overall operation of a residential activity centre at a senior level, encompassing participation in meetings, addressing staff queries, managing emergencies, conducting on-call duties, and aiding across departments and other PGL centres as needed.

Useful Information

Our centre is transforming to better position us to assist the business as we move into the future. As such, our roles are likely to evolve. Therefore, whilst this job description provides an overview of the main duties, it is not intended to be exhaustive and it is anticipated that the contents will change over time whilst remaining within the broad remit of the role.

Person Specification

Education, Experience & Achievements	Essential	Desirable
Experience in delivering high levels of customer service	✓	



PGL Job Description



Experience of working with children and young adults		✓
City & Guilds 7061/2 or NVQ equivalent, or relevant industry experience	✓	
Experience in managing complex dietary needs	✓	
Experience in catering for large numbers	✓	
Experience of working with strict procedures, paperwork & admin systems	✓	
Level 3 food safety and Allergen Management	✓	
Management Qualification e.g. ILM I3 Award/ILM NVQ Level 3 Management	✓	
Completed the PGL Leadership and Management Programme (If internal)	✓	
GCSE Grade A-C English, Maths or Functional Skills L2, resulting in a proficient level of spoken and written English	✓	

Skills & Knowledge	Essential	Desirable
Prioritises tasks effectively to ensure priority items are completed	✓	
A proficient level of English	✓	
IT literate in a range of MS Office applications (Word, Excel)		✓

Personal Attributes	Essential	Desirable
Accurate with a high attention to detail	✓	
Ability to work effectively with others	✓	
Genuine commitment to Equity and promoting the Values of diversity	✓	
Communicates and presents effectively; with passion and energy	✓	
Provides positive and constructive feedback and uses coaching to improve performance	✓	
Demonstrates alignment to PGL's vision, values and business priorities.	✓	
Adopts a positive attitude to change and looks to improve the way we work by challenging the status quo	✓	

Additional requirements	Essential	Desirable
Enhanced DBS check	✓	
Full UK Drivers licence	✓	

Additional information

Environmental & Social Governance (ESG)

You are required to uphold and champion our Better Beyond Adventure Environmental Social Governance strategy whilst assisting our B Corp certification.



PGL Job Description



This requires personal, departmental and company-wide level participation through ongoing engagement in discussions, delivery and decision-making around ESG, upholding company and department ESG goals and targets, and managing your team of ESG allies in a way that fosters a culture passionate about people and the planet.

Our Better Beyond Adventure strategy means we all have a role to play as part of our day job. This varies from team to team and by role. However, as standard it is now a requirement for each role to appreciate how they contribute to delivery of BBA across the three pillars:

- Our places, our planet
- Champions of wellbeing
- Playing our part

And by delivering our BBA goals you will also be assisting our B Corp certification and role modelling our PGL Beyond values.

Equal Opportunities/Safeguarding

We pride ourselves on hiring the best people and recognise the importance and benefits of a diverse and inclusive team. However, the protection and safeguarding of our colleagues and the young people visiting our centres is our primary concern. PGL are required to obtain satisfactory enhanced checks from the Disclosure and Barring Service (DBS or PVG in Scotland), which PGL will pay for. You have a duty to report any safeguarding concerns through the appropriate channels throughout your employment with PGL.

Our Values

Our company values of teamwork; quality; safety; respect; inclusivity and fun define our beliefs and underpin everything we do. Though simple on the surface, when combined, these values create the exceptional experience that sets PGL apart for both our guests and colleagues.

Right to amend

The company reserves the right to amend the job description in consultation with the colleague to reflect changes in the role.

Job description updated on 27/06/2024.

