

Lyric

KITCHEN MANAGER



INTRODUCTION

The Lyric Hammersmith is one of the UK's leading producing theatres and West London's largest creative hub. Our busy venue in central Hammersmith welcomes around 200,000 visitors a year to performances, classes, activities, conferences and events and to use our bars, café, restaurant and roof garden.

The Lyric Bar & Grill is open 6 days a week and offers lunches, pre-theatre meals, rooftop barbeques or simply drinks on our delightful rooftop garden.

The Lyric has a growing events and hires business and accommodates a wide range of meetings, conferences and events across its spaces for which we offer in-house catering.

The Lyric also houses an all-day café and additional bars which operate during performances.

The proceeds from our catering operations support the charitable work of the Lyric, particularly our on-stage work and our extensive work with young people. The Kitchen Manager works closely with the Head of Bars & Catering and is a vital role in driving the success of our catering operations. The Bars & Catering team is part of the Lyric's Commercial Department led by the Commercial Director.

JOB DESCRIPTION FOR KITCHEN MANAGER

RESPONSIBLE TO:	Head of Bars and Catering
CONTRACT:	Permanent, full-time
SALARY:	£28,000 per annum
HOURS:	The post-holder will be expected to fulfil the hours required to do the job, including evening and weekend work, but is not expected to work more than an average of 48 hours per week across the year in line with the Working Time Regulations.
HOILDAY:	28 days per annum including bank holidays, with an additional day added for each year of service, up to a maximum of 33 days
NOTICE PEROID:	Two months
PROBATIONARY PERIOD:	Six months

MAIN PURPOSE OF THE POSITION

The Kitchen Manager must be an inspirational leader, motivating and developing the team and creating a culture of enthusiasm for the preparation and service of food. They will cultivate an excellent working partnership with the kitchen and other departmental teams.

They must provide food that not only is in line with the agreed internal standards, but also that exceeds our guests' expectations in flavour, substance and presentation, but is also in line with agreed and legal standards. They will be responsible for the catering elements of the Lyric Bar & Grill and Café budgets and will work to keeps costs to a minimum while driving income.

This successful candidate will be a hands on, front line leader and role model who is comfortable with basic administration duties and able to utilize IT equipment.

KEY RESPONSABILITIES

Leadership and People Management:

- To provide clear and un-ambiguous guidance to the delivery teams so they can provide our customers and clients with well run, professional and consistent service on all levels.
- To provide development opportunities for the kitchen team by encouraging a culture of inclusive support, learning and development. Whilst being a role model for the team by actively displaying and coaching consistent cooking skills, a positive and proactive attitude and hygienic appearance at all times. To cascade any instructions or information from the senior Lyric staff to relevant team members
- To ensure all staff undertake training to be an effective kitchen trainer and mentor. This will include carrying out recruitment, inductions, appraisal reviews, objective setting and ad hoc pastoral care, support and guidance
- Assist the Head of Bars and Catering and the Assistant Bar Manager in the training and coaching of the floor team, especially in relation to food and kitchen matters, lead tastings and food training at shift briefings
- To promote best practice within the kitchen and constantly look to improve processes and procedures
- To develop strong team relations by encouraging open communication between all members of both the front and back of house teams
- To work with the Commercial Director and Human Resource Manager to proactively manage any possible conduct or performance issues
- To manage open and clear communication with all the Lyric team and support the business in a timely way using e-mail, telephone and meetings effectively

Service Client & Guest Care:

- To assist the management and bar team to handle and investigate any complaints and requests to satisfy the guests promptly
- To brief and train the team to prepare and cook all food to a consistently high standard of taste, presentation, hygiene and safety
- To be hands on and present during the busy service periods
- To be a team player within the bar and grill at all times and be prepared to be flexible in order to ensure that all operations are always as guest-focused, efficient and as profitable as possible
- To ensure functions and events menus and delivery are managed effectively in conjunction with the events and hires team
- To ensure the kitchen is fully prepared, stocked and set for service at the correct times
- To ensure that all the team are well presented wearing clean correct clothing, including PPE, at all times to present a positive view of the Lyric

Quality and Detail:

- To lead by example and ensure the kitchen team have excellent levels of personal hygiene and presentation standards
- To operate with and have a thorough understanding of all statutory requirements under Environmental Health regulations such as Food Hygiene, Fire Safety, COSHH and HACCP. Constantly reviewing and taking appropriate action when needed.
- To ensure, by leading by example, that the Health & Safety Policy, Food Safety Management System (HACCP and COSHH) are adhered to in the kitchen including all related training, paperwork checks & record keeping. Leading by example

- To be consistently punctual for work in order to demand the same discipline amongst your team
- Ensuring the aesthetic standards of presentation of the kitchen are excellent at all times, as agreed, from all areas of the Bar and Grill and the team are consistently focused on maintaining this. Ensure that the kitchen is clean; cleaning rotas are being used properly and records of cleaning are kept for due diligence
- To ensure that all food information and menu descriptions are up to date. To ensure all staff are trained on preparation of allergy-sufferers meals and front of house staff have access to up to date and accurate allergen information
- To order and accept all deliveries to the organisations' standards and to ensure that all stock meets both our and legal standards. Ensuring accurate record keeping, security and safe storage of all deliveries.
- To ensure the whole team, including waiting and bar team, are trained in the safe handling and usage of knives and supervised for safety regularly
- To implement all fire regulations and procedures and assist in evacuations as necessary
- To monitor all equipment and resolve any maintenance issues in cooperation with the Head of Bars and Catering and Building Operations Manager

Financial Management:

- Assist the Head of Bars and Catering to ensure that we meet our income budget whilst minimizing expenditure and achieve our budgeted gross profit and other key performance indicators.
- To ensure accurate weekly staff rotas and time sheets have been compiled, ensuring quality service levels are maintained, employee work patterns are considered and employment costs are well managed
- To ensure team holidays and time off are planned fairly and rotas are completed in advance and that all sickness reports are maintained in line with requirements of the Human Resources Manager
- To ensure that food stock is accurately counted on a monthly basis and reported to the Head of Bars and Catering and finance team. Identifying variances in stock control and implement positive actions to address the variances
- Use planning and preparation sheets to avoid over production and wastage
- To maximise on sales through regular review of stock par levels, ensuring adequate preparation for each shift and efficiency with the kitchen set up
- To control costs of consumables including paper and chemicals by agreeing on weekly usage requirements dictated by the needs of the business
- To monitor correct product storage, stock rotation, food quality and portion control

GENERAL DUTIES

- Attend internal and external meetings as required.
- Regularly attend Lyric shows and projects including press nights
- To take an active role in your continuing professional development, identifying relevant training and professional development opportunities.
- To work at all times in accordance with the Lyric's Green Policy and Action Plan and to proactively develop and encourage environmentally sustainable practice, especially in relation to bar operations and commercial hires and events.
- To adhere to the Lyric's Equality Policy, Diversity Action Plan and any other policies or plans the Lyric may introduce in the future.
- Undertake any other duties as agreed with the Commercial Director as is appropriate to the post.

This job description is a guide to the nature of the work required of the Kitchen Manager. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and Head of Bars & Catering as appropriate.

PERSON SPECIFICATION

Knowledge and Experience

Essential

- 3 years' experience in a Kitchen Manager, Head Chef or Sous Chef position in a restaurant or bar outlet
- NVQ or SVQ Professional Cookery - level 3 qualification or similar
- Knowledge of Point One or similar EPOS financial and stock control system
- Experience of training and motivating staff
- Experience of working to HACCP and COSH regulations
- Experience of ordering stock and its reconciliation
- Level 3 food safety in catering
- Level 2 Health and Safety

Desirable

- Experience in event and conference catering, working closely with Event managers to deliver function catering
- Experience in café catering
- Experience of financial processing, reporting, stock takes and budgeting
- Experience in working within Health and Safety regulations

Skills and Attributes

Essential

- Natural leader that can motivate and drive a kitchen team to the mutual benefit of all involved, an excellent team player and role model
- Excellent communication skills, both written and oral
- Excellent organisation skills and attention to detail
- Confident, hands on and can-do attitude
- Ability to solve problems Ability to contribute as a member of a team, and work autonomously
- Enthusiastic about the venue
- Flexible and adaptable
- Warm, friendly and personable
- Commitment to the Lyric's ethos of inclusivity
- Able to work under pressure while maintaining a positive outlook and persona

Desirable

- Interest in the arts in general
- IT literate, with a good working knowledge of Microsoft Office packages
- An interest in environmental issues and their solutions

HOW TO APPLY

To apply for the post, please:

- Complete an **application form** in type or black ink.
- Write a **covering letter** (no longer than two sides of A4) explaining why you are interested in this role and how your experience and skills match the person specification.
- Return the **application form, covering letter and equal opportunities monitoring form** by email to jobs@lyric.co.uk or by post to Louisa Roberts, HR and Administration Officer, Lyric Hammersmith, King Street, London W6 0QL.
- **Do not submit CVs, as these are not accepted.**

The deadline for receipt of completed applications is: **Monday 23rd September 2019 at 10am.** We look forward to receiving your application and thank you for your interest in the Lyric Hammersmith.

GUIDANCE

Please read the person specification and job description carefully before starting your application and ensure that you meet all the essential criteria. Only relevant information will be considered when shortlisting applicants for interview. Your application will be kept on file for a maximum of 12 months and then destroyed.

INTERVIEW PROCESS

The selection process will take part in two phases:

Phase One: Interview

It is intended that short listed candidates would be invited for interviews that will take place on **Wednesday 2nd October 2019.**

Phase Two: Trial

Short listed candidates will be invited to take part in a paid trial shift in our kitchen. The date and times of these will be agreed with each candidate at a mutually agreeable time.

If for any reason you are not able to make the proposed interview date, other dates can be arranged.

EQUAL OPPORTUNITIES

The Lyric values and promotes diversity and is committed to equality and opportunity for all. All employees are required to comply with and actively promote our Equality policy, and no job applicant or employee will receive less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religious belief, gender, sexual orientation, class or socio-economic background, trade union activity or political activity or opinion.

We may use positive action, in cases where candidates are equally qualified, to increase the employment of under-represented groups at the Lyric.

The Lyric Hammersmith is proud to be a Disability Confident Committed Employer and an official Partner of Parents in Performing Arts (PiPA).



ACCESS

If you would like to submit your application form and covering letter in another format we would be happy to accommodate this. Please contact the Administration department on 020 8741 6822 option 2 or jobs@lyric.co.uk to discuss a suitable alternative.

The Lyric Hammersmith has made a commitment that all applicants with disabilities who meet the essential criteria for this job will be invited to interview. Please complete the Application Statement to help us with this. Please also state on the form if you have any access requirements for interview, or contact the Administration team to discuss.

Please note that due to the age of the building the main kitchen and some store spaces may not be accessible to candidates with physical disabilities. We encourage any potential candidates to contact us in advance to discuss any concerns they may have or suggestions about how we can accommodate their physical disabilities.

APPOINTMENTS

In line with the Lyric's Safeguarding Policy, any appointment will be made subject to a satisfactory enhanced Disclosure and Barring Service (DBS) disclosure. Disclosure information will be treated in the strictest confidence and shall only be seen by those who need to see it as part of the recruitment process. Only relevant information will be taken into account. The Lyric will not discriminate unfairly against any convictions or other information revealed.

All appointments are made subject to satisfactory references and proof of eligibility to work in the UK.