

Job Description:
Executive Head Chef

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| Function: | Food Services & Development, Stadia |
| Position:  | Head of Culinary |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Venue Director |
| Additional reporting line to: | Julian Frost-Wilson – Divisional Executive Chef |
| Position location: | Fulham Pier |
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| 1. Brief  |
| Fully launching in April 2025, Fulham Pier will be a hub for the local community and a new cultural and gastronomic destination for West London, featuring a high capacity basement entertainment venue, a food court housing multiple brands as well as offerings, two restaurants (fine dining and brasserie - approx. 100-120 covers each), a dedicated high capacity meetings & events floor, a three floor private members club (Americana Asian offering) with two stunning roof terraces, a spa and a boutique hotel. The boutique hotel (twelve standard rooms and a penthouse) and spa (curated by Inge Theron) will both be operated by third parties, with the F&B across all hospitality areas being delivered by SodexoLive under the joint venture with Fulham Football Club. The expected F&B turnover once the whole site is open and operating is £22-£23million per annum, split 70% / 30% across non-matchday / matchday The vision of the Fulham Pier project is to create a destination that delivers for customers all year round, entirely conceptualised to ensure the best possible experience on a day-to-day basis, with match day working around the nonmatchday, which is something that hasn’t been successfully delivered in the UK to date. The two restaurants on the first floor will consist of an all-day brasserie designed and led by Adam Byatt, on a consultancy basis of 3 days per month. The second restaurant offering will be a fine dining concept that changes every two or three months. With the level of diversity of food offering taken into account, the ideal candidate for Head of Culinary will have a broad range of experience and be both capable and experienced in managing a large team effectively, as well as a broad range of concepts and offerings, and must be comfortable and confident in leading a range of culinary ‘levels’- from casual to premium. They must also be highly capable in relation to their financial and strategic awareness and delivery. |
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| **4. Context and main issues**  |
| * Purchasing – Controlling good COS across the site
* Staffing – Working within tight labour budgets, high proportion of casual labour
* H&S + Food Safety – Ensuring that all H&S and Food Safety legislation is kept up to date and accurate across site.
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| 5. Main assignments  |
| The Head of Culinary Operations is a senior leadership role responsible for the comprehensive management of culinary services across multiple outlets or a large-scale kitchen environment. This position requires a strategic thinker who can seamlessly integrate culinary excellence with operational efficiency, ensuring a dynamic balance between creativity, cost control, and team leadership. The Head of Culinary Operations will spearhead menu innovation, oversee multi-unit kitchen management, and drive continuous improvement initiatives while ensuring adherence to the highest standards of food quality, safety, and customer satisfaction. |

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| 6. Accountabilities |
| **Strategic Culinary Leadership:*** Develop and execute a strategic vision for the culinary department that aligns with the organization's goals, brand identity, and customer expectations.
* Lead the conceptualization and development of seasonal and signature menus across all outlets, incorporating market trends, customer feedback, and nutritional considerations.
* Collaborate with executive leadership on long-term business planning, including market positioning, growth strategies, and culinary innovations.

**Operational Excellence:*** Design and implement robust operational frameworks for multi-kitchen environments, ensuring consistency in food preparation, presentation, and service delivery.
* Establish and monitor key performance indicators (KPIs) related to kitchen efficiency, food quality, customer satisfaction, and financial performance.
* Oversee the implementation of advanced kitchen technology, automation tools, and culinary software to streamline operations and improve productivity.

**Financial Stewardship:*** Develop and manage the culinary department’s budget, including food and labor costs, capital expenditures, and resource allocation.
* Conduct comprehensive financial analysis to identify opportunities for cost optimization without compromising on quality.
* Lead the procurement strategy, negotiating with suppliers and managing relationships to secure the best quality ingredients at competitive prices.

**Team Development & Leadership:*** Build and lead a high-performing culinary team, fostering a culture of innovation, collaboration, and continuous improvement.
* Implement advanced training and development programs that enhance culinary skills, leadership capabilities, and operational knowledge within the team.
* Conduct regular performance evaluations, succession planning, and career development initiatives to ensure a motivated and skilled workforce.

**Quality Assurance & Compliance:*** Establish and enforce stringent quality control measures, ensuring that all culinary operations meet or exceed industry standards for food safety, hygiene, and presentation.
* Oversee regular audits and inspections of kitchen facilities, equipment, and processes to ensure compliance with local and national health regulations.
* Develop and implement crisis management protocols for food safety incidents, ensuring swift and effective resolution.

**Cross-Departmental Collaboration:*** Work closely with marketing, sales, and event management teams to create cohesive and marketable culinary experiences that drive customer engagement and revenue growth.
* Collaborate with the procurement and supply chain teams to ensure the timely and efficient delivery of ingredients and supplies.
* Partner with the HR department to ensure alignment on recruitment strategies, staff retention, and workplace culture initiatives.

**Customer Experience & Innovation:*** Lead the culinary team in delivering exceptional dining experiences, exceeding customer expectations through creativity, quality, and service.
* Engage directly with high-profile clients, VIPs, and key stakeholders to gather feedback and tailor culinary offerings to their preferences.
* Stay ahead of industry trends, emerging cuisines, and technological advancements, continuously introducing innovative concepts and techniques into the culinary program.

**Sustainability & Ethical Practices:*** Champion sustainable practices within the culinary department, including waste reduction, ethical sourcing, and energy efficiency.
* Lead initiatives aimed at reducing the environmental footprint of culinary operations, aligning with broader corporate sustainability goals.

**Qualifications:*** A minimum of 10 years of progressive experience in culinary leadership roles, including multi-unit or large-scale operations.
* Advanced culinary degree or equivalent, with additional certifications in food safety, business management, or related fields preferred.
* Exceptional knowledge of global cuisines, contemporary culinary techniques, and fine dining standards.
* Proven track record of financial acumen, including budgeting, cost control, and revenue generation.
* Strong leadership skills with the ability to inspire, mentor, and manage diverse teams.
* Excellent communication, negotiation, and problem-solving abilities.
* Proficiency in advanced kitchen management software, culinary analytics, and technology-driven solutions.

**Work Environment:*** Dynamic and fast-paced environment with multiple operational sites.
* Requires flexibility to travel between locations, work extended hours, and adapt to varying shifts.
* Must be able to perform physically demanding tasks, including lifting, standing for prolonged periods, and working in high-temperature environments.
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| 7. Person Specification  |
| * In excess of 10 years’ experience min of 3 years as executive chef
* NVQ Level 1,2 & 3 in Culinary Arts or equivalent
* Excellent planning skills
* Diploma in “Advanced Food Hygiene”
* Management of a team
* Presentation skills
* Financial awareness
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| 8. Competencies  |
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| * Growth, Client & Customer Satisfaction / Quality of Services provided
 | * Leadership & People Management
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| * Rigorous management of results
 | * Innovation and Change
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| * Brand Notoriety
 | * Business Consulting
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| * Commercial Awareness
 | * HR Service Delivery
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| * Employee Engagement
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| * Learning & Development
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| 9. Management Approval  |
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| Version | V1 | Date |  |
| Document Owner |  |

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| 10. Employee Approval – To be completed by employee |
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| Employee Name |  | Date |  |

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