

Job Description: Head Chef – Riverside Market and Retail



Function:	Food Services & Development, Stadia
Position:	Head Chef – Riverside Market and Retail
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Executive Sous Chef
Additional reporting line to:	
Position location:	Fulham Football Club & Fulham Pier

1. Purpose of the Job

We are seeking a talented and experienced Head Chef to lead the culinary direction and daily operations for the Riverside Market and Retail experience.

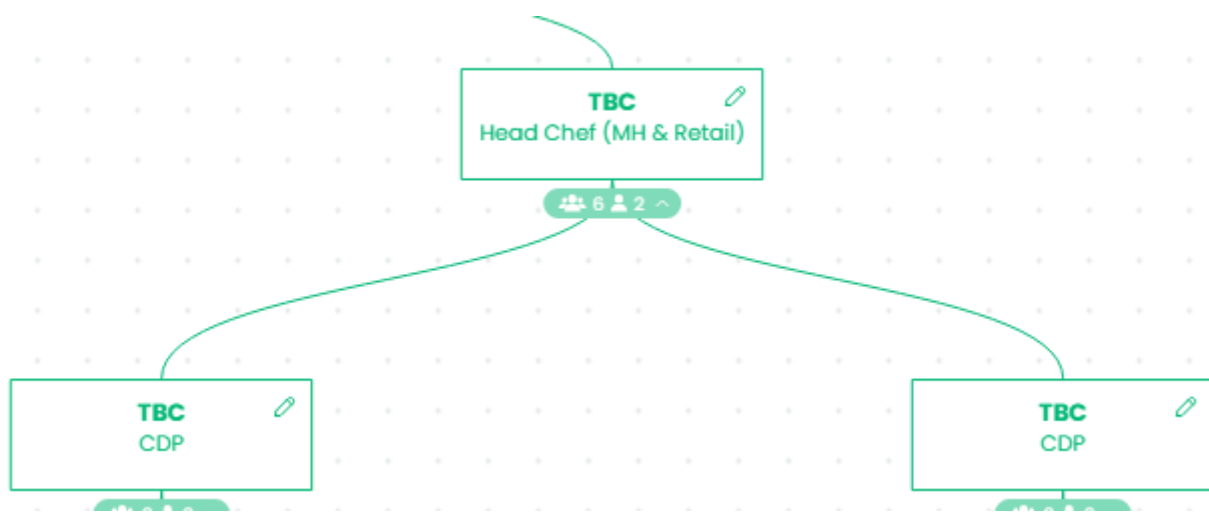
This role will be pivotal in delivering high-quality, innovative food offerings for retail outlets, while supporting the Fulham Pier brand with a unique and memorable market atmosphere.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY16:	€tbc	EBIT growth:	n/a	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	n/a
		EBIT margin:	n/a			Outsourcing growth rate:	n/a	HR in Region	
		Net income growth:	n/a						
		Cash conversion:	n/a						

Characteristics

3. Organisation chart



4. Context and main issues

- Procurement and Cost Control: Managing cost-effective sourcing and menu pricing to ensure profitability.
- Staffing: Leading a team with a mix of permanent and casual staff, ensuring high service levels in a flexible labour environment.
- Health & Safety and Food Standards: Ensuring all food safety and health standards are strictly maintained.

5. Main assignments

- Develop and execute innovative, retail-focused menus that capture the Riverside Market experience.
- Oversee the day-to-day food preparation and presentation for retail outlets, ensuring quality and consistency.
- Manage relationships with local suppliers and explore partnerships that align with the market's ethos of quality and community.
- Collaborate with the Executive Chef to design new menu items and optimise existing offerings for profitability and guest satisfaction.
- Support staff training to enhance culinary skills, product knowledge, and customer service standards.

6. Accountabilities

- Ensure that Riverside Market's retail food offerings align with Fulham Pier's quality and branding standards.
- Drive sales and control food costs through effective management of supplier relationships and inventory.
- Maintain compliance with all Health & Safety, Food Safety, and company policies.
- Deliver tastings and presentations to clients as part of event planning or new menu launches.
- Effectively lead, train, and inspire a team, cultivating an environment that promotes growth and innovation.
- You have a guest first approach and able to adapt style to a broad range of experiences
- Commercial minded with evidence of successfully managing costs in line with exceptional delivery
- You take a hands-on approach.
- Profit margins and targets are met or exceeded.
- Client and Customer satisfaction in food is improved and maintained

7. Person Specification

- At least 8 years of experience in high-quality culinary environments, preferably with retail or market experience.
- NVQ Level 1, 2, & 3 in Culinary Arts or equivalent.
- Strong leadership skills with the ability to inspire and develop a team.

- Financial acumen, with proven experience managing food costs and working within budget parameters.
- Excellent planning and organisational skills, with a proactive approach to problem-solving.

8. Competencies

<ul style="list-style-type: none"> ▪ Growth, Client & Customer Satisfaction / Quality of Services provided 	<ul style="list-style-type: none"> ▪ Leadership & People Management
<ul style="list-style-type: none"> ▪ Rigorous management of results 	<ul style="list-style-type: none"> ▪ Innovation and Change
<ul style="list-style-type: none"> ▪ Brand Notoriety 	<ul style="list-style-type: none"> ▪ Business Consulting
<ul style="list-style-type: none"> ▪ Commercial Awareness 	<ul style="list-style-type: none"> ▪ HR Service Delivery
<ul style="list-style-type: none"> ▪ Employee Engagement 	
<ul style="list-style-type: none"> ▪ Learning & Development 	

9. Management Approval

Version	V1	Date	14/11/2024
Document Owner			

10. Employee Approval – To be completed by employee

Employee Name		Date	
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