



# MIDDLEPORT POTTERY

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## Chef / Catering Manager

Re-Form Heritage owns and manages Middleport Pottery in Burslem, Stoke-on-Trent. Built by Burgess and Leigh in the late nineteenth century it remains the home of Burleigh pottery. Following regeneration, Middleport Pottery was opened to the public in 2014 and is now an award-winning visitor destination in the heart of the potteries.

As well as a Heritage Trail, Factory Tour and Collection, also on-site are the Middleport Studios created and leased to local makers and artists, Clay College serving students on a two-year Diploma and the charity's retail shop. A further regeneration project will see the opening of Harper Street in 2022, the 11 former pottery workers' terraces adjacent to Middleport Pottery, which will offer a new visitor experience of the pottery workers' domestic and working lives in the 1950s. Harper Street will also add a further 7 crafts and retail units, a research centre and a community facility.

The Packing House Café will be a focal point for returning and new visitors to enjoy within our renowned heritage setting.

We are looking for the right person who is an enthusiastic experienced **Chef with Management experience** to join the Packing House Café team.

With a hard-working, flexible, positive, proactive and committed attitude, you will create a fantastic working environment for your team and lead them to deliver an exceptional visitor experience, compliance and a strong financial performance.

Reporting to the Chief Executive, you will line manage the Kitchen and Front of House Teams and lead your teams by example.

You will motivate your team to strive for a culture of exceptional service and make it a great place to work.

You will ensure everyone has the necessary training and is compliant with relevant legislation and internal processes including food hygiene, safety, allergens and COSHH procedures.

You will drive the quality of the offer in the café through developing delicious and cost-effective dishes which are seasonal, inspiring and traditional with a modern twist.

You will ensure each dish is fresh, tasty and beautifully presented every time demonstrating quality and value for money at different price points.

You will be constantly seeking and developing new income opportunities to support strategic goals for Middleport Pottery.

You will work to achieve financial targets and deliver against performance targets and budgets.



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You will increase margins by minimising waste, control costs and resources.

You will oversee all stock control including placing orders, checking and receipting deliveries, completing regular stock checks.

This is a fantastic opportunity for someone to develop and put their own stamp on the business. In return for your commitment, hard work and enthusiasm you will be rewarded with a competitive salary, staff discount, free parking, company pension and 33 days annual leave (including Bank Holidays).

Salary: £24,350 per annum.

Hours: 37.5 hours per week full-time, (*contract is annualised so although you'll be paid the same each month your working hours may vary based on operational requirements.*)

No split shifts, predominantly daytime working.

Regular weekend and bank holiday working will be required.

Duration: This is a permanent role.

Interview dates are flexible, and an immediate start is available for the right candidate.

To apply: Please submit your CV and letter of application to [info@re-form.org](mailto:info@re-form.org)

## **Chef / Catering Manager**

The Packing House Café, Middleport Pottery

Job purpose:

- To provide and manage cost-effective and customer-focussed catering services at the Packing House Café for Re-form Heritage.
- To lead and manage a small catering team, both in the kitchen and front of house.
- To provide a welcoming environment and ensure an exceptional standard of customer service is delivered at all times.



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- To develop inspiring menus which are fresh, seasonal, appetising and cost-effective.
- Prepare, cook and present all dishes to a high standard.

## Key duties:

- Manage all catering services at the Packing House Café and provide catering for occasional events as required, ensuring the provision of quality, cost effective services, including all aspects of staff management and development, in accordance with standard practices, policies and procedures.
- Promote and maintain procedures and safe systems of working that comply with Health and Safety and Food Safety legislation.
- Undertake the duties of Chef/Catering Manager as part of a rota providing cooking services on a 7 day a week basis.
- Develop the catering offer in an exciting and innovative way, using local suppliers and resources to build positive reputation and enable the Packing House Café to become a destination in its own right.
- Work to achieve financial targets and deliver against performance targets and budgets.
- Work to increase margins by minimising waste, control costs and resources.
- Oversee all stock control including placing orders, checking and receiving deliveries, report any discrepancy or quality defect and complete regular stock checks.
- Manage staff, including their induction, organising absence cover, training and recruitment. Instruction in craft skills to existing staff.
- Develop event menus and corporate packages with the Events Manager to offer unique and best value provision.



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## Person Specification – Chef / Catering Manager

Characteristic or Knowledge Area	Essential	Desirable
<b>Education and Training</b>	<p>Evidence of basic numeracy and literacy skills.</p> <p>Minimum Level 2 Food Safety qualification (Basic Food Hygiene)</p>	<p>Catering qualification (eg City &amp; Guilds 706 / NVQ Level 2 or equivalent)</p> <p>Institute of Hospitality membership</p>
<b>Experience</b>	<p>Minimum 2 years' experience of food preparation, cooking and presentation in a comparable environment.</p> <p>Previous experience of working in the food service industry at a similar level.</p> <p>Proactive delivery of excellent customer service.</p> <p>A good understanding of the principles of food hygiene and preparation.</p>	<p>Supervisory experience.</p> <p>Experience planning, running and working at catering events.</p> <p>Experience of coaching and training other staff.</p>



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	<p>A good understanding of health and safety issues and ability to implement procedures to ensure compliance.</p> <p>Management of budgets, stock control and achieving targets.</p>	
<b>Aptitude, Skills and Knowledge</b>	<p>A strong interest in, or knowledge of, special dietary requirements and wholesome food</p> <p>Excellent organisational ability</p> <p>Catering - a love of food, excellent presentation skills and imaginative menu development, including 'specials'.</p> <p>Ability to drive quality in the café's food offer.</p> <p>IT - good command of MS Office especially Word and Excel</p> <p>Financial - stock control and budgeting</p> <p>Confidence and the ability to lead a team.</p> <p>Energetic and enthusiastic.</p>	<p>IT literate.</p> <p>Able to operate effectively under pressure.</p>
<b>Interests</b>	<p>A passion for food in all aspects – taste, cooking and presentation.</p>	
<b>Disposition</b>	<p>Self-motivated, adaptable and resourceful.</p> <p>Punctual, reliable and trustworthy.</p> <p>Hard working, flexible and positive disposition.</p> <p>Enjoys giving professional and personal service at all times.</p>	
<b>Other</b>	<p>Able to undertake work within a 7 day rota system.</p>	<p>Hold a full driving licence</p>



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	<p>Supervisory experience in a commercial catering environment, including counter service/front of house and food preparation</p> <p>Ability to lead a team with varying talents and skills and work on own initiative</p> <p>A positive and flexible approach to work and the ability to remain calm under pressure</p> <p>Supporting, mentoring and encouraging paid staff and volunteers to develop new skills and confidence.</p>	
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