

Employer Occupational Brief

A guide to apprenticeship training and on-programme assessment



Senior Production Chef

January 2019

Overview of the job role

Occupational profile

Senior production chefs may lead a brigade team or may support the head chef in larger establishments. They report activities to the Head chef or appropriate line manager. They supervise production chef teams in a variety of kitchen environments, for example; schools, hospitals, the Armed Forces, care homes and high street casual dining or pub kitchens. Job roles include Head chef, Second Chef, Kitchen Manager / Supervisor, Cook. Senior production chefs have accountability for the day-to-day running of the kitchen service, producing, monitoring and maintaining consistent food standards, legislative requirements and quality across all areas and during all stages of production and supply.

Senior production chefs:

- supervise and contribute to the production of centrally developed standardised recipes and menus
- supervise the production of dishes to meet specific dietary requirements
- complete, monitor and maintain food safety management systems (which include delivery, storage, cooking and service) and work equipment
- identify training needs and assist in the recruitment of kitchen personnel
- maintain the catering operating budget using nominated suppliers and ensuring the control of waste.
- support cost reduction, improve performance, revenue, profit margins and customers' experience
- monitor service to improve efficiency and productivity.
- lead team briefings/meetings

This employer occupational brief is designed to bring context and expand upon the standard to assist employers and education and training providers to develop the 'on-programme' elements of an apprenticeship. It should be read in conjunction with the assessment plan to ensure full coverage of the requirements is incorporated into the learning and development phase. The statements below are designed to guide and provide examples in a general environment, additional contextualisation will often be necessary to ensure brand / organisational standards are being met.

The detail behind the standard:

	Knowledge 'Know it'	Skills 'Show it'
<p>Kitchen Operations (I)</p>	<p>Know the organisation or brand specifications and how to use them to produce standardised menu items and dishes.</p> <ul style="list-style-type: none"> • Know the business or brand specifications and understand their importance to the business • Understand the implications of not adhering to the business or brand specifications • Know how menu items should be prepared to business or brand specifications to ensure that standards are maintained correctly • Know how business or brand standards are used to ensure portion control and why this is important to the business • Identify what course of action to take if insufficient ingredients are available to achieve the required business or brand specifications • Recognise how to prioritise kitchen tasks • Know how to calculate costs e.g. portion control and cost of overall dish, cost of using alternative, gross profit calculations 	<p>Supervise the production of centrally developed menu items and dishes according to organisational specifications.</p> <ul style="list-style-type: none"> • Check dishes and menu items to ensure they have been prepared to the business or brand specification correctly • Make adjustments to the presentation of the dish to ensure that the business or brand specification is reflected accurately • Present dishes for service as set out within the brand standards and specifications • Align dishes and menus to the business growth strategy to ensure profitability • Prioritise and re-allocate or re-organise tasks as necessary to ensure menu items and dishes are produced as specified • Monitor menu items going out of the kitchen • Check and maintain the whole culinary output is in line with the business and/or specifications

<p>Kitchen Operations (2)</p>	<p>Effectively communicate to the team par stock levels, quality points and safe storage conditions for food items.</p> <ul style="list-style-type: none"> • Understand the importance of effective stock rotation procedures • Communicate to the team the importance of maintaining par stock levels • Know how to calculate par stock levels and determine the minimum level of supplies to meet daily business demand. • Understand why food beyond its 'use-by-date' must be disposed of • Explain the importance of food safety management systems and procedures • Know the temperature food should be stored at and understand the importance of and know methods for temperature control • Know what to look for in ingredients in line with food safety legislation • Recognise the importance of making sure food deliveries are undamaged, are maintained at the correct temperature and are used within use-by-date • Understand the importance of preparing food for storage • Understand why food must be put in the correct storage area 	<p>Ensure deliveries are checked and stored correctly.</p> <ul style="list-style-type: none"> • Ensure the team follows product /brand food safety specifications, processes and procedures at all times • Check food to ensure it's undamaged, at the appropriate temperature and received within the use by date that is acceptable to the business • Note and review any labelling information and implement as necessary • Prepare for storage in line with business and legislative requirements • Place food in storage as quickly as necessary to maintain its safety • Check storage areas are clean, suitable and maintained at the correct temperature for the type of food • Store food so that cross contamination is prevented • Follow stock rotation procedures • Safely dispose of food that is beyond 'use-by-date' • Keep necessary records up to date
--------------------------------------	---	---

	<ul style="list-style-type: none"> • Understand the importance of keeping storage areas clean and tidy and know what to do if storage areas are not • Understand the importance of, and know how to store food at the correct temperature 	
<p>Kitchen Operations (3)</p>	<p>Know the importance of monitoring the correct use and maintenance of food production equipment and the procedure for dealing with misuse and malfunctions.</p> <ul style="list-style-type: none"> • Know the manufacturer's, safety and business instructions and procedures for equipment use • Identify the relevant hazards and potential hazards relating to specialist equipment and understand how these can be minimised • Know the process for dealing with and reporting faults • Understand own and others' responsibilities for reporting defective equipment • Know the legal responsibilities relating to safe working practices 	<p>Monitor the correct use and maintenance of food production equipment</p> <ul style="list-style-type: none"> • Ensure the team operates equipment safely and in line with the manufacturer's, safety and business instructions and procedures for its' use • Ensure the team clean and maintain equipment on a day to day basis or in line with the business operating procedures • Ensure the team are fully trained in how to identify, deal with and report malfunctions or hazards • Encourage and support the team to communicate malfunctions or hazards which may disrupt work activities • Support the team when they come across an unexpected malfunction or hazard, providing support and advice • Understand own and others' responsibilities • Ensure the team are aware of their legal responsibilities in relation to safe working practices

<p>Kitchen Operations (4)</p>	<p>Know the importance of keeping up-to-date with product range, brand development, promotions and current trends.</p> <ul style="list-style-type: none"> • Understand how to gather up-to-date information in own business and from external sources • Understand the importance of keeping up-to-date knowledge • Know how to review current offer in comparison to promotional requirements to ensure opportunities to increase sales are maximised • Explain changes in external factors in comparison to the business offer, assess the impact and identify opportunities 	<p>Acquire and share with the team up-to-date information regarding product range, brand development, promotions and current trends.</p> <ul style="list-style-type: none"> • Monitor, analyse and act upon customer feedback ratings in relation to business targets or key performance indicators • Monitor performance against time available and specification to ensure task completion, adjusting pace and working methods as needed • Support the team to produce dishes in line with standards and specifications • Demonstrate working effectively and efficiently with other departments to maintain and exceed delivery standards
--------------------------------------	---	---

<p>Nutrition (1)</p>	<p>Know the importance of combining nutrient groups to produce balanced menu items and dishes.</p> <ul style="list-style-type: none"> • Understand the impact of diet on health and how this influences customer choice • Explain the nutritional value of dishes and understand key nutrient food sources functions and their impact on health • Understand the process of evolving a dish from a recipe • Understand the process of planning, creating and delivering food • Know what preparation and cooking methods are available and viable for use in the workplace 	<p>Monitor the production of food to ensure clients' needs are met.</p> <ul style="list-style-type: none"> • Communicate to the team the scope and methods of adapting dishes to meet the specific dietary, religious and allergenic needs of individuals • Ensure staff know the product specification / ingredient list for each dish • Ensure the team produce dishes to suit individuals' specific dietary, religious and allergenic needs as required • Ensure your team is open and responds positively to feedback received from customers and colleagues • Remain positive when asked to respond to additional needs
<p>Nutrition (2)</p>	<p>Know the importance of checking that the food production team is meeting the specific needs of individuals.</p> <ul style="list-style-type: none"> • Know the benefits and limitations of different preparation and cooking methods • Know how dishes may be adapted to suit specific individual dietary needs; Substituting ingredients, reducing or excluding ingredients, using alternative cooking methods, using alternative finishing methods, using separate preparation, cooking, finishing and storage areas 	

	<ul style="list-style-type: none"> • Know the importance of clear communication with other members of the team and identification of adapted food items 	
<p>Legal and governance (I)</p>	<p>Know the importance of monitoring the team’s understanding and compliance with all relevant industry specific regulations, legislation and procedures</p> <ul style="list-style-type: none"> • Understand responsibilities of own role, employers and employees in respect of food safety legislation and procedures for compliance • Explain the importance of food safety management systems and procedures to the team • Know how the legislation is enforced • Know procedures to control contamination and cross-contamination • Ensure the team understand the importance of high standards of personal hygiene • Ensure the team know the procedures for cleaning, disinfection and waste disposal • Identify requirements relating to the design of food premises and equipment • Understand the importance of, and know methods for pest control • Understand the importance to food safety of microbial, chemical, physical and allergenic hazards • Know methods and procedures for controlling food safety to include critical control points, critical limits and corrective actions 	<p>Monitor and ensure the effective implementation of food safety management systems.</p> <ul style="list-style-type: none"> • Take responsibility for ensuring brand and legal food safety procedures are followed at all times • Keep working areas clean and hygienic at all times • Maintain own personal hygiene at all times • Check food before and during operations for any hazards • Follow correct procedures for dealing with food hazards • Follow organisational procedures for items that may cause allergic reactions • Prevent cross-contamination between different types of food • Use methods, times, temperatures and checks to make sure food is safe following operations • Monitor working practices to ensure procedures are consistently followed in line with company policy • Regularly consult colleagues on matters of health, safety and security • Ensure team is trained commensurate with their tasks • Maintain and monitor appropriate documentation

	<ul style="list-style-type: none">• Understand requirements for monitoring and recording food safety procedures Know methods for, and understand the importance of, evaluating food safety controls and procedures• Know the requirements for induction and on-going training of the team• Understand the importance of effective communication of food safety procedures• Assess the impact of HSE inspecting the premises and know how to manage a health and safety check• Assess the impact of non-compliance and know how to deal with it• Know how to deal with an external audit	
--	--	--

<p>Legal and governance (2)</p>	<p>Know the role of the supervisor in ensuring due diligence requirements are met.</p> <ul style="list-style-type: none"> • Know the requirements of relevant legislation and how to compare to the procedures in the business to ensure compliance • Understand own legislative responsibilities, knowing the actions available to the enforcement officers in the event of non-compliance and the cost (money, time, reputation) to the employer • Know the importance of following legislation and the completion of legal documentation • Understand the importance of effective communication of food safety procedures, including: <ul style="list-style-type: none"> - the defence of due diligence (including HACCP) - staff are aware of legal requirements, company policies and procedures - risks can be eliminated or reduced to an acceptable level - staff awareness/ability is raised - reduction of possible Food Borne Illnesses (FBIs) and Food Poisoning (FP) outbreaks - allergens and the legal requirements regarding them - the importance of providing food allergen information to customers • Know which foods may be common allergens on the regulatory list • Know the associated risks with food allergens 	<p>Monitor and ensure legislative compliance and the completion of due diligence documentation.</p> <ul style="list-style-type: none"> • Ensure organisations' policies and procedures are followed at all times to comply with current food labelling legislation • Keep necessary records up to date • Complete kitchen documents: Legible, at correct interval (daily, hourly, ad hoc), accurately, sign and date. • Retaining kitchen documentation: keep documentation for the required time • Provide evidence of relevant food safety training / qualification • Demonstrate how you supervise the team members in all aspects of food safety practices and procedures within own area of responsibility • Take part in internal and external audits within own area of responsibility
--	---	---

	<ul style="list-style-type: none"> • Know how the risks associated with food allergens can be controlled including written and oral communication – making information available to customers – staff training • Understand the importance of maintaining documents as evidence of due diligence 	
<p>People (1)</p>	<p>Know how to support and influence the team positively to deliver a high quality product.</p> <ul style="list-style-type: none"> • Know how behaviour affects the standards of performance • Understand working culture and value of the business and the importance of applying a personal approach • Know the process for decision making • Understand line management responsibilities and relationships with other departments • Understand how power, influence and politics impact on the business • Know how to select different methods for motivating, supporting and encouraging team members and recognising their achievements • Know how to coach and mentor the team in a way which is appropriate to the individual • Know how to delegate and prioritise 	<p>Support team members to ensure the timely delivery of high quality food to the specification required.</p> <ul style="list-style-type: none"> • Use effective techniques to motivate and manage the team • Use performance management and communication techniques to ensure food is of high quality, delivered on time and to specification • Monitor and maintain standards in a timely fashion • Encourage and support team members to achieve their personal work objectives and those of the team and provide recognition when appropriate • Give support and advice to the team members when they need it especially during periods of setback and change • Coach and mentor the team according to their individual needs

	<ul style="list-style-type: none"> • Know how to identify day-to-day opportunities to support team e.g. one to one support, when under pressure • Understand the basics of leadership skills, management theories, styles of leadership and how it relates to and underpins own role • Explain different types of communication and how to use them effectively • Know the current performance management procedures to the level required in your position 	<ul style="list-style-type: none"> • Listen to, respond to and act on feedback provided <p>Maintain harmony across the team and with colleagues in other parts of the organisation, identifying and dealing with problems constructively to drive a positive outcome.</p> <ul style="list-style-type: none"> • Establish, drive and maintain effective working relationships with all colleagues • Recognise the roles and responsibilities of colleagues and, particularly in situations of matrix management, their managers' requirements • Take into account the priorities, expectations, and authority of colleagues in decisions and actions View difficult situations and issues from colleague's perspective and provide support, where necessary, to move things forward • Fulfil and communicate agreements made with colleagues • Promptly advise colleagues of any difficulties or where it will be impossible to fulfil agreements • Identify conflicts of interest and disagreements with colleagues and respond to them in ways that minimise damage to the work being carried out • Share knowledge with colleagues to make sure that all parties can work effectively • Provide feedback to colleagues on their performance and encourage them to feedback on
<p>People (2)</p>	<p>Recognise how all teams are dependent on each other and understand the importance of teamwork both back and front of house in achieving business objectives.</p> <ul style="list-style-type: none"> • Understand how teams and stakeholders work together • Understand how the team forms part of the wider picture and how own role fits into it • Know how to influence within internal or external stakeholders • Understand business communication and negotiation • Understand / have a basic working knowledge of front of house and the importance of teamwork between them to meet business objectives • Understand how to respond to own team just as the front of house staff do with customers in a way that creates harmony Understand the 	

	<p>importance of working arrangements and why they are in place</p> <ul style="list-style-type: none"> • Understand how conflict can arise • Understand what 'passing the buck' means and how to be personally responsible and accountable in own job role • Understand the principles of safeguarding • Know the information and resources which colleagues may need • understand specific agreements with colleagues • Know how to overcome conflicts in teams 	<p>own performance in order to identify areas for improvement</p> <ul style="list-style-type: none"> • Communicate and evaluate information and interpret data to meet business objectives • Adapt communication strategies dependent on who you are dealing with • Conduct effective team meetings and briefings • Effectively participate in a variety of meetings • Manage time and prioritise effectively
<p>People (3)</p>	<p>Know how to work with people from a wide range of backgrounds and cultures and how local demographics may impact the product range of the business.</p> <ul style="list-style-type: none"> • Have an understanding of different cultures and backgrounds – dependent on local demographics of the business and a broad diversity appreciation • Understand the food requirements of different cultures of your customers • Understand the importance of and how to follow policy with regard to backgrounds and cultures • Understand and have knowledge of your local demographics and customer base e.g. age, background, ethnicity and how this reflects your product offering 	<p>Use effective methods of communication and operate in a fair and empathetic manner that achieves the desired result and demonstrates a customer centric culture.</p> <ul style="list-style-type: none"> • Use a range of communication styles to suit the person you are talking to • Adapt communication in different contexts • Make enough time and effort and respond flexibly and positively so that own working practice engages all customers • Seek clarification and manage situations • Use techniques to minimise misunderstanding and improve communication

	<ul style="list-style-type: none"> • Know how to research the customer base and requirements; know where to source the information • Understand the importance of understanding customers and local demographics when considering business success planning • Know how to listen in a non-judgemental manner • Know how to identify potential risks Understand how own use of language, body language, gestures and tone of voice may appear to customers and colleagues; and how theirs' may affect your perceptions of them • Know how to contextualise conversations 	<p>Identify development needs for self and team and actively encourage and support individuals to enhance their skills and knowledge.</p> <ul style="list-style-type: none"> • Communicate regularly with the team through 1:1, team meetings, performance reviews to: <ul style="list-style-type: none"> ○ identify individual and team learning and development needs ○ identify individual objectives and barriers to learning ○ give honest and constructive feedback about their performance, progress and their learning experience • Identify and facilitate different learning opportunities to practice skills and apply knowledge • Use demonstration, presentation, coaching and mentoring skills as appropriate • Support individuals to identify further training and development • Evaluate the effectiveness of own support for the individual and team
<p>People (4)</p>	<p>Know how to communicate knowledge to the team and support own and individuals' development.</p> <ul style="list-style-type: none"> • Know the performance standards required by the business • Know how to assess individual and team performance against standards and identify skills and knowledge gaps • Know how to conduct professional discussions with team • Know how to research and identify relevant interventions to meet the development needs of individuals, team and the business • Know the principles of demonstration, presentation, coaching and mentoring skills, on-job training 	

	<ul style="list-style-type: none"> • Know approaches to development for team members <ul style="list-style-type: none"> - shadowing - coaching / demonstration - mentoring • Know how to communicate to staff CPD opportunities including seminars, reading, research, networking, work experience, training courses, qualifications. 	
<p>Business / commercial (1)</p>	<p>Know the business vision, objectives and brand standards, and the importance of the team in upholding these.</p> <ul style="list-style-type: none"> • Know the key characteristics and purpose of a business vision • Understand business culture • Understand key performance indicators and targets and why they are set • Understand objectives and their importance to business • Understand the principles of profit & loss and how they apply to own business area • Understand how to apply business vision, culture, objectives, targets and key performance indicators to own business area • Understand how to add value to business profitability 	<p>Effectively use techniques that support cost reduction, improve performance, revenue, profit margins and customers' experience.</p> <ul style="list-style-type: none"> • Regularly review working practices and procedures and gather feedback from team to identify potential areas for improvement • Analyse and use feedback from customers, suppliers and colleagues to identify potential opportunities to improve customer experience • Analyse own business area and identify areas where the current offering could be

	<ul style="list-style-type: none"> • Know, understand and support others to understand the vision, values and objectives of the organisation • Understand the role of the organisation, supervisors, teams and individuals in upholding the reputation of the organisation 	<p>improved and / or streamlined to improve performance, profitability and / or quality</p> <ul style="list-style-type: none"> • Identify and prioritise opportunities which align to business objectives and brand standards • Develop plans which take account of all necessary resources and deadlines and outline how success will be measured
<p>Business / commercial (2)</p>	<p>Know how to operate efficiently to deliver profit margins, reduce wastage and support the overall financial performance of the business.</p> <ul style="list-style-type: none"> • Know how to operate efficiently and effectively following business processes • Understand the financial impact that wastage of physical resources can have upon the business • Understand opportunities for energy efficiency and waste reduction in the business • Know how to minimise use of power sources • Evaluate the organisational procedures for storing and disposing of waste • Know how to prevent and deal with excessive waste • Know how to build short term business plans and realistic targets in relation to waste • Understand sustainable working practices 	<p>Monitor costs, using forecasting to set realistic targets with the team.</p> <ul style="list-style-type: none"> • Monitor weekly sales, wage cost and food cost forecasts to help set targets with the team • Set targets in line with forecast and business objectives/ key performance indicators • Monitor working practices to ensure all team members follow procedures and identify areas for improvement <p>Effectively control resource allocation, minimise wastage and use sustainable working practices.</p> <ul style="list-style-type: none"> • Report equipment faults or potential wastage to the appropriate person • Manage labour and productivity levels to effectively produce the requirement of the shift • Control resource allocations and minimise waste through evaluating and continuously improving

	<ul style="list-style-type: none"> • Understand financial data of different departments of a food operating business, including <ul style="list-style-type: none"> - sales - cost of sales - gross profit - labour costs - apportioned costs (e.g. administration, marketing, rent/mortgage, insurances, energy costs, banking charges) net profit/loss. 	<ul style="list-style-type: none"> • Implement any initiatives to improve waste prevention and sustainable working practices
<p>Business /commercial (3)</p>	<p>Understand how technology can improve efficiency and productivity within food production organisations</p> <ul style="list-style-type: none"> • Know the types of equipment and technology and their uses in different types of business operation • Know how to use equipment correctly • Understand how technology supports efficiency of food production • Know what to do when technology fails • Understand how to evaluate the use of technology in order to ensure its effective and efficient use • Understand how technology can support the food production operation (for example, mobile apps – Just eat, Deliveroo, social media for marketing, customer feedback and loyalty) 	<p>Use technology to improve efficiency and productivity.</p> <ul style="list-style-type: none"> • Use technology efficiently and effectively • Strictly follow safety instructions and procedures when using equipment • Monitor working practices to ensure all team members are following the correct procedures when using and maintaining technology • Monitor technology to ensure it is working efficiently and effectively • Ensure technology is periodically tested to check that it is in full working order according to business requirements and in line with legislation • Identify defects and ensure they are dealt with safely and efficiently with minimum disruption to the business • Maintain current knowledge of technology through trade publications, forums, social media and current suppliers.

<p>Business /commercial (4)</p>	<p>Know how to identify, plan for and minimise risks to the food production, service and operation</p> <ul style="list-style-type: none"> • Understand the difference between an issue and a risk, and identify what is a 'high' risk • Know where risks can occur within the kitchen and associated areas • Know the principles of risk assessment, risk management and contingency plans • Understand the process of HACCP and how this links to risk management • Know when and how to escalate a problem • Know how to maintain documentation that relates to risk • Understand the implications of poor risk management and non-compliance to the business 	<ul style="list-style-type: none"> • Alert line management when new technology would benefit the business • Be proactive about technology with own team and work colleagues <p>Risk assess situations, identifying and isolating matters of concern, by establishing the cause and intervening accordingly to minimise risk to people and organisation.</p> <ul style="list-style-type: none"> • Take action when problems arise to ensure service is not unduly interrupted with minimum disruption to customers • Conduct regular risks assessments and when new ingredients, dishes, equipment and ways of working are introduced • Maintain clear and accurate records and documents using a logical and orderly process • Act upon results of risks assessments and take corrective action to control hazards • Escalate relevant problems to the right person at the right time • Train and coach team to have the confidence to recognise, deal with, report on and reduce risks <p>Carry out activities in line with business/brand values that actively market the business, support competitiveness and help meet business objectives.</p>
<p>Business /commercial (5)</p>	<p>Know the customer profile of the business, its main competitors and the business growth strategy.</p> <ul style="list-style-type: none"> • Understand the principles of a business growth strategy and why it is important • Identify how brands are aligned to a business growth strategy • Understand how brands and teams contribute to the growth strategy within own business 	

	<ul style="list-style-type: none"> • Understand how social media can affect own business area • Understand the implications of not reflecting the brand positively • Understand the customer profile of the business in relation to the menu offer • Know how to align dishes, menus and promotional activities to the business growth strategy to ensure profitability • Know how to implement effective promotional activities within own business area 	<ul style="list-style-type: none"> • Follow brand guidelines, marketing guidelines and business procedure to market own business area • Implement and monitor promotional activities to ensure the target markets are being reached and plans and standards are being met • Collect, analyse, communicate and act upon information on the effectiveness of promotions
Behaviours (live it)		
<ul style="list-style-type: none"> • Act as a role model to the team • Be diligent in ensuring safe and hygienic practises are followed • Strive to achieve the required outcome and support positive, open communications that help team members achieve the best result for customers and the business • Be solution focussed when dealing with unexpected challenges • Celebrate personal growth and the achievement of team members • Show passionate enthusiasm to provide high quality food products • Take pride in their role through a consistently positive and professional approach 		