

JD Last Review Date	March 2026
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Chef Supervisor

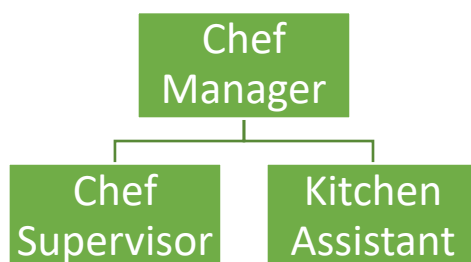
Team - Catering Services	Team responsibility - N/A
Manager – Chef Manager	Budget responsibility N/A
Directorate – Resource	Job grade - 3
Location – Scheme Based/ Mobile	

Role Purpose:

Supporting the Chef Manager by leading, supervising and motivating the onsite catering team to deliver a high-quality catering and hospitality service within the extra care schemes. Assisting with the effective management and control of costs, supplies, inventory, resources and brand standards to ensure safe, consistent and customer-focused service delivery.

Working closely with the Chef Manager to contribute to an efficient, coordinated and cohesive catering and hospitality service across the Broadacres group, providing reliable operational support and deputising when required.

Team Structure



Main responsibilities

Service Delivery

- Lead and support the frontline catering team to deliver high-quality food preparation, cooking and service that meets the nutritional needs of older residents and those with individual dietary requirements.
- Allocate tasks effectively, supervise day-to-day service activities and ensure brand standards are consistently met.
- When on duty, prepare and produce meals and provide emergency cover across the scheme or wider catering team as required.

- Work alongside the Chef Manager to complete regular front and back-of-house audits and implement resulting actions.
- In the Chef Manager's absence, attend resident, scheme or catering meetings and oversee appropriate communication and service changes.
- Contribute to the introduction of new products, menus and services to ensure smooth implementation without disruption to service delivery, while supporting a positive customer experience through feedback gathering and issue resolution.

What does success look like?

Success means the catering service operates smoothly day-to-day, with meals delivered safely, consistently and to a high standard. Residents receive a positive dining experience, supported by timely responses to concerns and proactive communication. Audits show good compliance, and actions are implemented promptly. Service continues reliably during change, absences or product transitions, reflecting strong teamwork and effective supervision.

Accountability, Resource & Financial Management

Support the Chef Manager in maintaining cost-effective service delivery by monitoring rotas, on-costs, energy use, equipment and stock to ensure efficient use of resources.

Maintain accurate administrative and financial records and ensure waste is minimised while service standards remain uncompromised.

Monitor KPIs and encourage the team's engagement in achieving them, contributing to revenue opportunities and operational improvements.

What does success look like?

Success means resources are used efficiently, costs are controlled and financial records are accurate and up to date. KPIs trend positively, reflecting effective supervision and team engagement. Waste is kept to a minimum and the service remains financially sound without compromising quality or customer experience

Leadership, People Management & Team Development

- Support the Chef Manager in planning and communicating rotas to ensure safe, efficient staffing levels.
- Lead the team by modelling professional conduct, maintaining a safe working environment and fostering strong relationships with colleagues, residents, suppliers and contractors.
- When on duty, take responsibility for colleague performance, addressing concerns or conflicts appropriately.
- Contribute to colleague recruitment, induction, performance monitoring and identification of training needs. Guide the team in portion control, dish specification and cost management practices, and support training or procedural updates to prevent recurrence of complaints.

What does success look like?

Success looks like an engaged, confident and well-coordinated team that understands their responsibilities and delivers consistently high standards. Staffing levels support safe service delivery, performance issues are handled promptly and colleagues feel supported through training and development. Strong relationships with residents and partners enhance the team's reputation and contribute to a positive, customer-focused culture.

Technical & Operational Responsibilities

- Support the delivery of the food safety management system (HACCP), ensuring compliance with temperature monitoring, food labelling, allergen processes and hygiene standards.
- When on duty, maintain high levels of cleanliness across kitchen and service areas, ensuring schedules and records are completed accurately.
- Lead by example in the completion of essential training and promote safe working practices related to infection control, COSHH, Health & Safety, fire safety and PPE use.
- While deputising, maintain safe site operations through effective risk assessments, business continuity planning and secure management of equipment and facilities.

What does success look like?

Success is demonstrated through strong compliance with food hygiene, safety, allergen and regulatory standards, reflected in audit outcomes and documentation. Cleaning routines are completed consistently, and colleagues remain fully trained in safety and compliance requirements. Operational risks are well managed, and site environments remain safe, secure and well-maintained

General



- To comply with Broadacres policies, procedures and code of conduct.
- To ensure all work undertaken and services provided are in compliance with the data protection legislation.
- Comply at all times with all organisational policies and relevant legislation including Data Protection, Equality & Diversity, Health & Safety and Financial regulations.
- To carry out any other duties consistent with the level of responsibilities of the post as may from time to time be required.
- Embrace BHA's sustainability ambitions to support Broadacres to be an environmentally friendly organisation
- Promote and demonstrate commitment to equality, inclusion and diversity ensuring BHA develops and promotes positive practices in all its customer activities.
- Embrace and promote the corporate plan, mission, vision, values and conduct of the association.

What does success look like?

An effective colleague. The role holder fully embraces the corporate strategy and values, regularly communicates Broadacres' performance and progress with teams, ensures that operational processes and practices are complied with and inspires colleagues to deliver great customer experience.

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Person Specification

Job Requirements	Essential	Desirable	Method of Identifying Criteria
Experience	Demonstrable experience of working within the catering industry and supervision of a frontline team. Understanding of budget and financial control methods. Experience of supervising a team in the catering industry.	Experience of using electronic ordering and stock control systems. Detailed knowledge of applying relevant health and safety and food standards regulations within the working environment. Experience of using Microsoft word, excel and PowerPoint.	Application form Interview (may include presentation or occupational test where appropriate)
Skills -	Great people management skills - able to motivate, organise and lead colleagues. Great writing and verbal communications skills Team player - Works collaboratively with colleagues to deliver great results Good interpersonal skills with the ability to establish and maintain positive relationships, and to persuade others to take relevant action.		Application form Interview (may include presentation or occupational test where appropriate)
Knowledge	Knowledge of commercial kitchen operations	Knowledge of healthy eating principles	Application form Interview

			(may include presentation or occupational test where appropriate)
Qualifications	NVQ level 3 in professional cookery CIEH Level 2 Certificate or higher in Food Hygiene	HACCP/Food Safety management training level 2 Health & Nutrition qualification	Application form

Broadacres Values

