

## Culinary Development Chef

### Role Description:

Sitting within Cunard's Brand and Product Development department, the Development Chef's primary responsibility is to develop the culinary offer in line with Cunard's brand requirements, working with ship and shore teams to create exciting and innovative concepts and an exceptional customer proposition.

In line with F&B Services Dining Strategy, they will work within a planned development cycle to deliver continuous improvement of the culinary offer, understanding the trade-off between cost, quality and operational constraints

<b>RUI:</b>	1910	<b>Grade:</b>	CUKo8
<b>Directorate:</b>	Cunard Marketing – Brand & Product	<b>Reports to:</b>	Brand Manager - Event Voyages
<b>Function:</b>	Cunard, Sales & Marketing	<b>Team:</b>	Cunard Brand
<b>Direct reports:</b>	N/A		

### Accountabilities:

#### Main Activities & Responsibilities

##### Strategic Leadership

- Provide innovation to the food and culinary offer through in-depth industry knowledge, ensuring that we are quicker to anticipate trends and able to deliver new and exciting menus, recipes and concepts in a Timely and effective manner.
- Ensure all proposed menus and accurately costed and monitored against budget or business case.
- Provide input to a rolling development and refresh plan for Cunard's culinary offer and ensure it is well communicated.
- Work with the Brand team and Development Managers, support the development of the culinary concept, establish a compelling proposition and then work with key stakeholders to define the product, including quality and cost.
- Ensure the product offer can be delivered effectively within the existing ship operations and create appropriate development plans with key stakeholders.
- Ensure that the wider business is well informed on technical best practice and emerging trends.
- Understand the implications and opportunities presented by the Refit schedule
- Create and maintain accurate costing data for all menus and concepts in line with agreed budgeted FCOS%.
- Maintain excellent communications with Operational Chefs and other relevant services teams on menu development issues. Working in cohesion to train, implement and 'land' all new menus/recipes and concepts.

##### People Management & Coaching

- Share knowledge of food innovation and best practice across CUK and within the culinary Team.
- Manage through effective communication of individual brand objectives, KPIs and effective reporting.
- Work with key stakeholders outside of immediate area to improve knowledge of the operational capabilities of the ship F&B facilities.
- Attend training and development programs as and when required, improving performance and promoting the development of the team.

##### Budget Management & Financial Responsibilities

- Contribute to the setting of food cost budgets and ensure galley equipment requirements are considered and represented in the budget.

- Identify cost management opportunities across the fleet.
- In conjunction with the Brand team & Development teams, determine opportunities to maximise on-board revenue opportunities.
- Work closely with Purchasing to agree item specifications and to provide guidance and expertise in the product and yield testing process.
- Ensure there is appropriate analysis, food specifications value modelling and reporting in place.

#### **Technical & Professional Responsibilities**

- Work with the Purchasing team to review product requirements and apply cost engineering principles.
- To set up accurate recipes, to cost and photograph plate presentations of all menu items and agree roll out plans and timescales with key stakeholders.
- Responsible for maintaining and updating the specification manuals/database for food/galley inventory product items, including the accurate recording of allergen data for all recipes.
- Support the process to design Food Preparation facilities on board in accordance with legislated standards, codes of practice and budget constraints.
- Remain fully up to date with the latest culinary trends, techniques and fashions and provide input to benchmarking exercises and business cases, including visits to trade shows and exhibitions.

#### **Administration Responsibilities**

- In conjunction with the Public Health Department, ensure that product is developed in accordance with health standards of the USPH, UKPH and similar bodies.

#### **Health, Environment, Safety, Security (HESS) Responsibilities**

- Lead by example by taking care of the health and safety of yourself and others
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager/team leader
- Follow safety rules and procedures
- Use work equipment, personal protective equipment, substances, and safety devices correctly
- Take part in safety training & risk assessments and suggest ways of reducing risks
- Appoint shore side risk assessment Subject Matter Expert's as required to review and approve risk assessments
- Actively promote safe working within your team and encourage safe behaviours
- Demonstrate safety leadership in accordance with our safety leadership behaviours

#### **General Responsibilities:**

- Adhere to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).
- Undertake ad hoc duties as required.

#### **Scope:**

##### **Global perspective:**

- The Cunard Development Chef is global in scope, ensuring that all brand development work – from design to product and service – reflects the customer and commercial requirements of Cunard's global guest base

##### **Problem solving:**

- Support development projects, based on customer insight, market trends and cues from within the luxury sector, and in line with our brand values and desired market positioning. Supporting the Culinary Development Manager in the coordination, writing and presentation of all menus, concepts and dishes.

##### **Leadership:**

- Lead cross functional teams from within Brand and Product and Guest Experience operations teams to effectively develop, deliver and promote the Cunard culinary offer
- Foster a close relationship with Cunard's Operational and international teams to ensure correct delivery of concepts, product and culinary offer and support the proposition across channels.

#### **Demonstrable Behaviours:**

- Able to develop new creative and innovative ideas and ways to improve the catering services we offer to our guests.

- Love working in a team, both immediate and cross-functional. Is a strong, proactive and reliable member of team, while demonstrate ability to work independently with minimal supervision and with high level of pragmatism.
- Be a professional and confident communicator, able to build strong, positive relationships across a wide range of stakeholders (on and off shore). Express themselves easily and explain things clearly to ensure the output is interpreted correctly and appropriate actions understood. Naturally persuasive and influential.
- Excellent organisational skills, ability to manage workload and prioritise the day to day and project related activities. Able to demonstrate a high level of versatility and discipline when running multiple work streams.
- Be positive, enthusiastic with a 'can-do' attitude and a high degree of pragmatism. Results focussed and determined to deliver benefits to the business and our guests.
- Adapts to changing circumstances or when things don't go to plan, identifies and negotiates priorities and resources to meet unexpected demands. Open to new ideas, flexibly accepts and adapts to change.

**Knowledge, Experience and Qualifications required:**

**Qualifications – essential:**

- Industry recognised Food Technology qualification, e.g.
- Excellent knowledge of Marine Public Health, HACCP & USPH requirements.

**Knowledge/ Experience – essential:**

- Experience of working and developing menus in a quality driven and diverse, commercial environment.
- Significant experience of working in innovative food environments where exceptional standards of food quality and modern food production techniques are key components.
- Ability to influence and inspire at all of levels of the organisation.
- Demonstrable history of developing a culinary concept into a compelling product proposition.
- Proven track record in food production in a large scale Catering Environment with a particular focus on food production and quality.
- Clear track record of culinary skills in a commercial environment with focus on cost management and cost analysis.

**Qualifications – desirable:**

- A-level/HND level educated, ideally in a relevant area, i.e. Travel, Hospitality or Culinary.
- Industry recognised qualifications, e.g. NVQ / City and Guilds 706/1, 706/2, 706/3.

**Knowledge/ Experience – desirable:**

- Understanding and experience of the provision of a broad and constantly evolving Food product to the Cruise Industry.
- Understanding of the ship environment.
- 5\* Star Large Scale Hotel Background.
- Michelin Star Experience

<b>Issue Date:</b>	October 2019	<b>Issued by:</b>	Gareth Bowen, Culinary Development Manager (Cunard)	
<b>REWARD ONLY</b>	<b>Grade:</b>	<b>RUI:</b>	<b>Date Approved:</b>	<b>Initials:</b>