

<b>Role:</b> Head Cook	<b>Business Function:</b> Operations/ South & West
<b>Reports to:</b> Visitor Services Manager – Food & Beverage	<b>Pay Band/Starting Salary:</b> Grade 3 Lower - £28,228-£30,118
<b>Location:</b> Robert Burns Birthplace Museum, Alloway, Ayr, KA7 4PQ	<b>Type of Contract:</b> Permanent, full-time (40 hours per week)
<b>Cost Centre:</b> 3BRN	<b>Activity Code:</b> TRZ
<b>Terms and conditions</b> The post is subject to the standard terms and conditions provided with the application pack and the following special terms also apply: 40 hours per week, including regular work on weekends and public holidays etc.	

### **Purpose of the role**

To manage the smooth and efficient operation of the kitchens at RBBM, planning and delivering menus to the highest standard and ensuring profit is maximised. Responsibility also includes maintaining a safe and hygienic catering environment in accordance with health & safety policies and standards, ensuring that any changes to legislation are implemented timeously and effectively. The role will report to the Visitor Services Manager, Food & Beverage

### **KEY RESPONSIBILITIES**

The Key Purpose of the Job will be met by:

1. Direct day-to-day responsibility for planning, supervising and delivering the effective production of food for RBBM's food & beverage operations with an estimated annual income of £650k, (including cafe operations and catered events and functions) ensuring the highest quality and presentation, are rigorously maintained at all times.
2. Creating, maintaining, and developing excellence in customer service ensuring a culture of excellence within the museum kitchens.
3. Proactively identifying, developing and implementing commercial opportunities within the catering function, specifically working with the Food & Beverage Manager to improve quality and profitability of catering output.
4. Working with the RBBM Food & Beverage team and the wider RBBM Management to actively develop the visitor offer; with a particular responsibility for production – helping to identify and source new menus to reflect seasonality and use of fresh ingredients.
5. Implementing catering policy and procedures - Ensuring NTS's values are reflected in the procurement and preparation of food.
6. Managing staff (including recruitment, development, and performance) such that they:
  - a. understand the technical standards and personal conduct that is required of them.
  - b. deliver individual and collective targets; and
  - c. are informed and empowered to perform their role to the best of their abilities and monitored/mentored in this.
  - d. Are fully trained and competent in relation to statutory legislation and health & safety
7. Managing kitchen facilities by:
  - a. being a key holder with responsibility for security including being part of a call out list.
  - b. ensuring a pleasant, safe, hygienic and healthy working environment and a pleasant visiting experience, including standards of cleanliness.
8. Developing and managing relationships with:
  - a. key suppliers of goods and services.

- b. centralised Trust specialist advisers; and
  - c. managers and staff within the property.
9. Being accountable and responsible for the performance of the catering production in terms of:
- a. Being responsible for the ordering and management of stock, food preparation and presentation, including quality and wastage control, adapting menus and ingredients to maximise gross profit margin.
  - b. Maintain food cost in line with budget.
  - c. Carry out monthly stock take.
  - d. improving consistency and maintaining high quality food presentation.
  - e. Ensuring that the Food & Beverage operation is appropriately staffed in accordance with standard operating requirements and defined opening hours.
  - f. Being familiar with Hazard Analysis and Critical Control Point (HACCP) e.g. Cooksafe, and ensuring the adherence to relevant Catering legislation/guidance, especially with regard to allergens, food handling and preparation; and
  - g. Ensuring excellent standards of hygiene and presentation within the kitchen.
  - h. Ensure portion control standards in conjunction with recipe costing sheets are followed in order to achieve food cost targets.
  - i. Ensure quality control standards are set and maintained to ensure consistency of content and presentation.
  - j. Effective communication of daily menus for production staff to follow.

The current duties of this job do require a criminal records (Disclosure Scotland) check to be carried out.

## **SCOPE OF ROLE**

### **Location**

- The postholder will be based at the Robert Burns Birthplace Museum in Alloway. They will also be expected to work in the kitchen at the Burns Cottage Education Pavilion when required, for special events and functions.

### **People Management**

- The post-holder will directly manage a total of 4 full-time staff members. The team consists of kitchen staff, including cooks and kitchen assistants.
- The post-holder will work frequently with the Food & Beverage & Hospitality (includes Travel Trade and Holidays) central team.

### **Financial Management**

- To optimise bottom line profitability of the food & beverage operation at Robert Burns Birthplace Museum through careful stock management, purchasing, portion control and menu development.

## **SKILLS, EXPERIENCE & KNOWLEDGE**

The above outlines the key skills the jobholder will need to possess and exercise. In addition, the following are required:

### **Essential:**

- Knowledge of a wide range of food production techniques and recipes.
- Demonstrable catering supervisory experience.
- Experience of effective working within a busy commercial kitchen.
- Competence and self-sufficiency in IT (principally Microsoft environment).
- Highly developed organisational skills, deployable in a multi-tasking environment.
- Ability to work as part of a team.

- Ability to manage and motivate a team.
- Demonstrable ability to coordinate and actively participate in the operation of the kitchen, alongside team members, demonstrating the customer service skills required of all staff and assisting in end-of-day cleaning regimes.
- To be able to regularly work weekends and evenings when required.
- Intermediate Food Hygiene certificate.
- NVQ Level 3 or equivalent qualification or experience in food production.

Desirable:

- A valid first aid certificate.
- BTEC HNC or equivalent qualification or experience in culinary arts or hospitality management.
- Full UK Driving Licence.

The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or his/her general abilities.

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**How to Apply**

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via [workforus@nts.org.uk](mailto:workforus@nts.org.uk) by Sunday 6<sup>th</sup> July 2025.

Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example, "Head Cook - RBBM"