

Role: Head Chef	Region: South & West
Reports to: Visitor Services Manager – Food & Beverage/Restaurant Manager	Pay Grade: Grade 6 - £44,830
Location: The Mackintosh Tearooms, 217 Sauchiehall Street, Glasgow, G2 3EX. <i>(May be required, from time to time, to work on projects at other NTS properties)</i>	Type of Contract: Permanent. Full-Time, 40 Hours Per Week

The Mackintosh Tearooms occupies the original Willow Tea Rooms building at 217 Sauchiehall Street, designed by Charles Rennie Mackintosh with Margaret Macdonald and opened by Miss Cranston in 1903. Restored in 2018, it now offers tearooms across three floors, event spaces, an exhibition and a gift shop.

JOB PURPOSE

To lead the kitchen at The Mackintosh Tearooms, delivering high-quality tearoom, private dining and event menus within safe, hygienic and financially sustainable operations.

Reporting to the Restaurant Manager, the post-holder works with the wider management team to deliver an excellent visitor experience and meet financial targets.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Lead daily kitchen operations, maintaining Trust standards for food quality, presentation and service across a food and beverage operation with estimated income of £1m and budgeted expenditure of £350k.
- Develop, cost and deliver seasonal, tearoom, private dining, travel trade and event menus with the Restaurant Manager, Operations Manager and VSS Bookings.
- Work with front-of-house colleagues, using visitor feedback and mystery-visit results to improve service and the visitor experience.
- Manage food costs, purchasing, nominated suppliers, stock control and records in line with budgets and GP targets.
- Lead, supervise and develop the kitchen team, setting clear expectations for performance and standards.

Health & Safety, Food Safety and the Environment:

- Ensure compliance with statutory and Trust requirements for health and safety, food safety and environmental management, completing risk assessments, checks, records and reports and addressing issues promptly.
- Maintain current allergen information and ensure agreed allergen procedures are followed.
- Ensure kitchen staff and high-risk food handlers are appropriately trained and supervised, including in the safe use and cleaning of equipment.

This role does not require you to undertake a criminal records check.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE

Qualifications & Experience

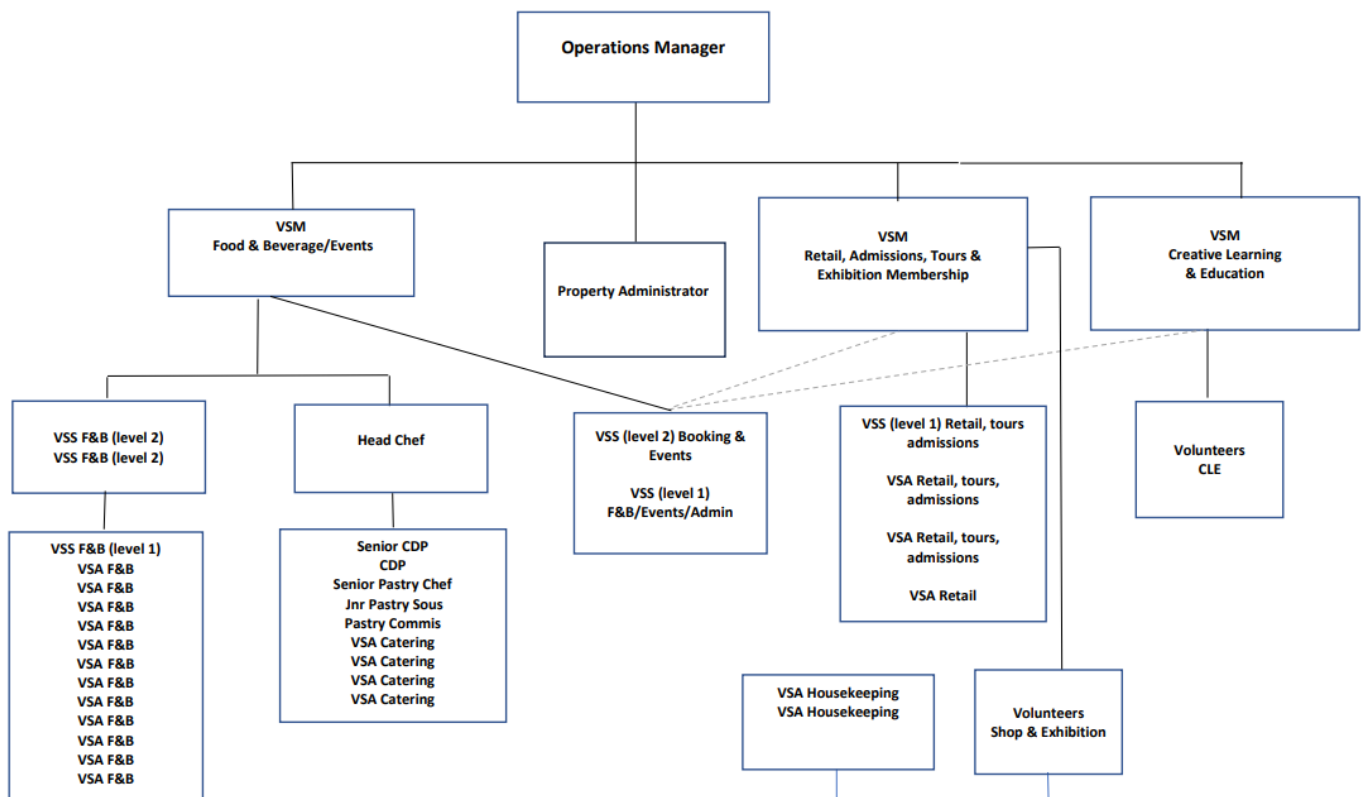
Essential

- NVQ Level 3, BTEC, City & Guilds, HND, degree or equivalent experience, with an Intermediate Food Hygiene Certificate or above.
- Strong craft skills and a successful background in a busy catering environment, including experience in a 2 AA Rosette or similar establishment.
- Proven supervisory and management experience, with strong leadership and influencing skills.
- Passion for food and customer service, with flair and innovation in menu development and presentation.
- Strong financial, time-management and organisational skills.

Desirable

- Experience managing kitchens within multi-strand visitor or commercial services in a heritage or tourist-attraction setting.
- Proficiency in Microsoft Office applications and a full UK driving licence.

Organisational chart



DIMENSIONS AND SCOPE OF JOB

People Management

- Line manage the kitchen team, including seasonal staff, covering recruitment, induction, training, supervision and performance management.
- Communicate menus, standards, targets and service changes clearly, working with the Restaurant Manager and wider property team to deliver a joined-up visitor experience.

Financial Management

- Manage kitchen expenditure, ingredients, suppliers and stock controls, contributing to GP and labour targets, menu pricing and budget planning.

Tools, Equipment and Systems

- Working knowledge of Word, Excel, stock-control systems and EPOS or similar systems.

Workplace context

- Primarily based at The Mackintosh Tearooms, with occasional travel to other Trust locations. Confidence driving in the UK is desirable because some properties have limited public transport.

The Key Responsibilities, Scope of Job and Required Qualifications, Skills, Experience & Knowledge reflect the role at the time of issue. Following appropriate consultation, the Trust may amend them or assign other reasonable duties within the role's scope and the post-holder's abilities.

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 by Sunday 18th October 2026.

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 Chef – Mackintosh Tearooms"