

JOB DESCRIPTION

Vacancy reference:	SRF40533
Post Title:	Sous Chef
Grade:	Grade 5
School/Department:	Campus Commerce - Catering
Reports to:	Head Chef
Responsible for:	Supervision of 16 Kitchen Staff

Purpose

To work as part of a professional Catering team to produce a high-quality service to Henley Business School clients and visitors.

The Catering team provides breakfast, lunch, and dinner seven days per week for varying numbers of staff and clients. Clients are largely middle and senior managers of organisations who are studying at the Business School. Our client base is multi-national and multi-cultural. We also let rooms to other organisations and individuals for conferences, weddings, etc.

Main duties and responsibilities

Food Production

- Manage the planning of all food production operations
- Development of menu portfolio and services
- Assist in the control of expenditure on provisions by monitoring food production, portion control and food waste
- Assist in and co-ordinate the preparation, cooking and service of high-quality food
- Assist in the management of special functions/events that may occur outside normal working hours
- Assist in the reception of deliveries and ensure proper control of storage of stock and stock rotation
- Contribute to the planning and design of working areas

Manage Systems

- Record, monitor and operate cost controls against budget
- Assist with the end of period stock take
- Assist in the procurement of all commodities required for the department
- Identify equipment and supply requirements
- Maintain the supply of equipment and supplies
- Assist in the control of the use of physical resources
- Maintain and initiate relevant purchase orders through the ordering system
- Assist in the control of the condition of work areas and equipment

Staff

- Develop teams, individuals and self to enhance performance

- Maintain the trust and support of higher management and colleagues
- Maintain and enhance effective working relationships
- Monitor and adjust staff working patterns
- Minimise interpersonal conflict
- Contribute to addressing poor performance of team members
- Contribute to the recruitment and selection of personnel
- Implement disciplinary and grievance procedures as required
- Participate in staff training and staff reviews

Customer Liaison

- Maintain customer satisfaction through positive interactions
- Maintain good work relations with Restaurant, Bar front of house and conference services
- Maintain systems for providing customer information
- Supervise customer services
- Supervise the running of functions and events
- Maintain a rapport with customers
- Respond to customer feedback where appropriate

Premises

- Appraise the environmental areas against environmental health and safety policies to include fire, first-aid, accidents, chemicals, food safety and risk assessments
- Assist in maintaining security / safety procedures
- Assisting in maintain the health, safety, security & hygiene of the working environment
- Contribute to the improvement of operational areas
- Assist in the maintaining of equipment, structure and decorative order

Hygiene

- Observe and promote good food hygiene, health and safety practices and assist with the implementation of University Food Hygiene and Health and Safety policies
- Operate such management controls as necessary to comply with current food hygiene and health and safety legislation
- Maintain cleaning programmes
- Maintain a professional and hygienic appearance
- Assist in the monitoring of hygiene management checks

Business Plan

- Awareness of the business plan, I.I.P. and training
- Contribute to the planning and implementation of sales development activities
- Contribute to the implementation of change in services, products and systems
- Take responsibility for contribution to Company and staff development
- Monitor performance against budget and respond to variances

Supervision received

This post will be responsible on a day to day basis to the Head Chef and in his absence to the Catering and Conference Services Manager.

Supervision given

Responsible for the supervision of a brigade of 16 kitchen staff.

Terms and conditions

Full time, permanent role. The hours of work are 36 per week worked on a rota basis. Protective clothing and footwear will be provided, and this must be worn at all times to ensure employee safety. Employees are expected to comply with current Health and Safety legislation and the University's policies and procedures.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed: Jan 2022

PERSON SPECIFICATION

Job Title		School/Department
Sous Chef		Campus Commerce - Catering
Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Demonstrates leadership skills and builds on team effectiveness • Communication skills to all levels • Problem solving attitude and skills 	
Attainment	<ul style="list-style-type: none"> • Advanced Qualification in Food Safety • Advanced Qualification in Food Preparation or relevant experience 	<ul style="list-style-type: none"> • Certification or training as a trainer • Group training qualification • NVQ level
Knowledge	<ul style="list-style-type: none"> • Good knowledge of residential catering provision • Knowledge of dietary and healthy eating • Menu planning 	<ul style="list-style-type: none"> • Purchasing and budget management
Relevant Experience	<ul style="list-style-type: none"> • Experience of different business types/ all style of catering • Experience in developing customer service experience. • Development of staff and teams • Proven experience in an establishment operating to similar standards • Proven experience as Chef de Partie or a Team Leader • Experience of Health and Safety. HACCP, COSHH 	<ul style="list-style-type: none"> • Current experience of supervising a Catering team • Experience of managing a significant event and / or operating in circumstances outside of the usual routine • Dealing with other service providers and contract services • Some experience in the management of operations
Disposition	<ul style="list-style-type: none"> • Desire to embrace change and motivate staff to achieve results • Adaptable and able to work flexibly to cover peaks of business • Customer focus • High levels of enthusiasm and commitment • Ability to cope with varying workloads whilst remaining calm and focused 	<ul style="list-style-type: none"> • Able to 'think outside the box' • Interpreting organisational goals into actions and work procedures • Experience in taking responsibility for the output of the team and understanding its role within the organisation
Completed by: Paul Rodrigues		Date: Jan 2022