

Job Description

Job title:	Sous Chef
Department/School:	Campus Services
Grade:	5
Location:	University of Bath

Job purpose

The post-holder will take responsibility for and manage all aspects of the kitchen when the line manager is absent.

They will ensure that procedures regarding financial control, Food Safety, HACCP, Health and Safety and staffing are carried out within University guidelines.

They will produce quality food to menu specifications in a high turnover unit and for on-site functions & banquets as required.

The post holder will ensure that their team adhere to the specific roles and responsibilities relevant to them that are included in the Food Safety Management System (FSMS).

They will work with the Hospitality Management Team and undertake training to deliver projects that will develop food & beverage offering, management & customer service.

Hours: 36.5 hours as contract - 5 days over 7 and hours to suit business needs.

Source and nature of management provided

This post directly reports to the Head Chef / Restaurant & Kitchen Manager

Staff management responsibility

Direct staff management of Chef de Partie / Commis Chef and General Porters

Special conditions

The role requires flexibility, availability, and willingness to work evenings and weekends as required by business needs.

Main duties and responsibilities

Food Safety

1. Ensure FSMS is operationally maintained within their outlets/areas of responsibility.
2. Complete allocated food safety tasks within agreed time scales
3. To report and, where possible, take all necessary action, statutory and otherwise, in the event of food safety incident or other irregularities and complete the necessary return and/or report
4. Responsible for ensuring the required Due Diligence records are accurate and authentic for each week

Customer focus

5. To be responsible and accountable for the operational running of their areas of responsibility in line with service level agreements.
6. To implement actions from action plans to ensure that the highest levels of customer service are maintained in line with departmental KPIs and Customer Promise

Finance

7. Responsible for completing accurate stocktakes, transfers, wastage records, purchases, goods receiving, reporting any supplier issues and/or anomalies
8. Ensure correct equipment and training is provided to the team to ensure accurate portion control is maintained
9. Produce cost effective rotas based on predicted sales for sign off by managers

Staff management

10. Responsible for cascading relevant information and allocating/completing any actions identified from the team meetings chaired by their line manager
11. Responsible for completing SDPRs, establishing clear objectives and identifying training needs for Commis Chefs and General Porters in line with department's annual plan and long term aims.
12. Responsible for identifying on the job training needs ensuring that all members of their team are performing to the required standard.
13. Responsible for assisting with scheduling compliance/statutory training for team e.g. Food Safety / Food Hygiene / Health & Safety / Environment etc.
14. Responsible for managing staff in accordance with university policies and procedures, including performance, disciplinary and attendance concerns/matters. Completing initial fact-finding exercises and formal investigations, escalating where required

Marketing

15. Work with line manager to produce the annual calendar of promotions for your area of responsibility and action approved plan with your operational team

Health & Safety / Environment

16. Take all necessary action, statutory and otherwise in the event of any accidents, incidents fire, theft, lost property, damage or other irregularities, including near misses
17. Complete initial fact find for any reported incidents and feed back to line manager
18. Responsible for complying with all current Health and Safety legislation. Includes ensuring risk assessments are cascaded to the team, any PPE requirements are escalated to their line manager and the fire safety measures put in place by the University are adhered to
19. Responsible for performing quarterly audits and implementing actions raised
20. Responsible for extracting, printing and maintaining relevant information (user guide, programming, cleaning process) for all equipment in use in the outlet
21. Responsible for maintaining the COSHH safety data sheet folder including COSHH risk assessment and relevant COSHH posters, escalate any missing information to their line manager
22. Ensure that as part of your duties you minimise energy consumption e.g., water and electricity and maximise the recycling opportunities for waste by encouraging staff awareness of the impact of their actions on the environment

Facilities

23. Responsible for re-allocating equipment as necessary for the successful running of the operation in their outlet in line with the service level agreements
24. Ensure all maintenance issues and equipment faults have been reported online

Communication

25. Ensure there are clear lines of communication between the front and back of house to improve the effectiveness of the day-to-day operations; maintaining a positive working environment whilst promoting a culture of excellent customer service.
26. To ensure that departmental strategy is disseminated to all staff in their area of responsibility in liaison with the line manager.

Equality and Diversity

27. Responsible for the team's awareness of the food choices available for the various medical, religious or lifestyle needs of our customers

From time to time you may be asked to assist in the facilitation of CPD activities. This will form part of your substantive role and you will not receive additional payment for these activities. You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.

Person Specification

Criteria	Essential	Desirable
Qualifications		
Numeracy skills at a level to be able to fulfill the role	✓	
Educated to NVQ Level 3 or equivalent	✓	
Management qualification		✓
IOSH Managing Safely Qualification– <i>to hold or obtain within 6-month probation period</i>	✓	
Level 3 Award in Supervising Food Safety (or equivalent) – <i>to hold or obtain within 6-month probation period</i>	✓	
Level 3 Award in Supervising HACCP		✓
Level 3 Award in Food Allergen Management in Catering – <i>to hold or obtain within 6 month probation period</i>	✓	
Experience/Knowledge		
Food Safety and Health & Safety regulations	✓	
Excellent written and oral communication skills	✓	
Significant hands-on kitchen management experience	✓	
Financial and budgetary management experience, including stock management		✓
IT Literacy – MS Office	✓	
Previous experience in successfully introducing, designing and developing menus and recipes and costing		✓
Staff training	✓	
Working within high volume catering environment		✓
Attributes		
Excellent organisational skills - ability to plan own workload and work in a high volume environment.	✓	
Ability to form effective working relationships with other team members, with ability to lead and motivate.	✓	
Ability to empower others by delegating responsibility whilst maintaining accountability.	✓	
Must possess ability to gain co-operation when faced with resistance.	✓	
Ability to cope under pressure and adapt to changing priorities	✓	

Effective Behaviours Framework- Delivering the Experience

Campus Services has identified a set of effective behaviours or 'acts' which we value and have found to be consistent with high performance. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these 'acts' previously.

Striving for Excellence:

Planning and organising workloads to ensure that deadlines are met within resource constraints. Producing a high standard of work and consistently meeting objectives.

Providing Outstanding Service:

Willing and able to provide a professional, friendly and quality service to students, staff, commercial customers, visitors and suppliers. Displaying a positive 'can-do' attitude and tailoring the service to suit differing customer needs.

Problem Solving:

Able to remain calm under pressure and use initiative to overcome issues. Being proactive to ensure problems are not repeated and able to make suggestions on how we can improve.

Being Adaptable & Flexible:

Being open to new ideas and ways of working. Able to respond to shifting priorities and support colleagues when required.

Doing the Right Thing:

Being aware of how your behaviour impacts others. Showing respect and tolerance, being open and honest. Supporting environmental and fair-trade campaigns within **Campus Services**.

Caring:

Having a genuine desire to support others well-being. Being kind and compassionate to colleagues and customers.

Teamwork

Building effective working relationships. Working co-operatively with a wide range of interpersonal skills.

Developing self and others:

Showing commitment to own development. Seeking and accepting feedback.