

JOB DESCRIPTION

Job Title: Sous Chef

Grade: Grade 3

Responsible to: Head Chef

Responsible for: Cooks and Kitchen Porters (up to 10 staff)

Job Purpose:

Under the guidance of the Executive Head Chef and as a member of the Hospitality & Retail leadership team, the role holder is responsible for overseeing the day-to-day delivery and continuous development of the food and catering offer across the campuses in Falmouth & Penryn.

Putting the students, staff, visitors, and a culture of continuous improvement at the centre of what we do; the role holder will contribute to the strategic direction of our services and support with the operational planning, P&L and general oversight of the catering offer. This includes food production for hospitality, cafes, events and nurseries.

To support with achieving or exceeding financial targets and pro-actively contributing to forecasting, business planning and budgeting. This will be achieved through the development of innovative and cost-effective menus, the effective management of food production, and reduction in food wastage and catering team development and the implementation of effective and efficient working practices.

To have total accountability for the day-to-day operation of the food production areas in the absence of the Executive Head Chef and ensure that food safety & food hygiene best practices along with company policies are adhered to.

Main Duties and Responsibilities:

Working with the Executive Head Chef to develop and maintain a quality food service:

- Through a hands-on approach, maintain and improve the production of menus and recipes by the kitchen team considering student budgets, ethical, religious and other diverse dietary & allergen requirements

- Through a hands-on approach, maintain and improve the production of catered services to a variety of internal and external customers to include summer schools, conferences, events and delivered hospitality services.
- Control food cost by ensuring that the chef team produce meals to their costing to meet kitchen GP targets/food cost KPI and budgetary targets, introduce training and development plans where necessary.
- Producing food to a consistently high quality and presentation even at busy service times
- Identifying and developing new food services reflecting High Street trends and customer demand, and discussing these with the Executive Head Chef
- Practical Food Production
- To ensure that all kitchen activities are conducted in compliance with the Food Safety Act, Food Hygiene regulations and Health and Safety legislation in addition to the company best practices policies and procedures.

- **1.Food and Beverage Service**

- Responsible for ensuring the highest level of customer service at all points of service including
 - Display counters, till points, hospitality delivery locations and dining areas.
 - Provision of excellent standards of Food Presentation and Hygiene
 - Managing effective customer flow
 - Keeping eating and clearing facilities well provisioned and serviced
 - Personally oversee catering services as required to deliver VIP dining / Events at Falmouth or Penryn Campuses.

- **2. Staff Supervision**

- The post holder is required to have a team-centred approach with excellent communication & interpersonal skills:
- Deployment of staff including staff rotas and timesheets in the absence of the Executive Head Chef
- Identifying training needs of staff and delivery of basic training, e.g. induction of new staff.
- Health & Safety training.
- Appraising staff on a systematic basis – in line with the company procedure
- Assisting the Executive Head Chef in managing sickness absence & holidays
- Ensuring that all staff are suitably dressed in their PPE for their working environment, setting the high standard by your own appearance and uniform
- Through regular inclusive staff meetings explain the implementation of any departmental changes, ensuring high staff morale and team working

3. Financial and Resource Management

- To use and regularly update computerised records
- To be responsible for the implementation of financial security controls as outlined in departmental procedures and Company Financial Regulations
- To be responsible for and ensure effective ordering, receipt, safe storage and stock rotation of commodities including food, disposables and light kitchen equipment using the company procurement route for all suppliers and goods
- To be responsible for monthly stocktaking, including the reconciliation of all stock transfers
- To ensure that routine servicing of all kitchen equipment is carried out with the Catering Services contracted maintenance providers
- To assist the Head Chef in achieving budget GP%
- To assess short- and medium-term budget requirements including equipment replacements and staffing requirements necessary to achieve the targets, liaising with the Executive Head Chef in forward planning
- To support the Sustainable Food Policy.

4. Health, Safety & Legal

- Record keeping (i.e. temperature checks). Food safety legislation; taking temperatures of food or fridges and freezers, using correct probe attachment and recording the readings on the correct documentation including HACCP.
- Recording planned cleaning tasks on documents. Recording any wastage of stock. Filling in the bar log to document information relevant to the sale of alcohol.
- Ensuring licensing law is always adhered to, including service times, refusal of service to anyone under 18 or those who are intoxicated.
- Operate, clean and maintain all equipment safely and in accordance with training including dishwashers, fridges, freezers, cooking equipment etc.
- Ensure all areas of the work environment are hygienic, tidy and free of hazards at all times and work in a way to minimise risks to health and safety and security of self and others.
- Ensure all cleaning products and any other substance that could cause risk is used according to the CO.S.H.H
- Have a full understanding of the fire evacuation procedure.

General Responsibilities

- Deliver a level of customer service, which meets and exceeds the expected standards. Ensure all people are dealt with efficiently and with appropriate regard to their needs.
- Undertake reasonable duties, which contribute to the success of the directorate and FX Plus as a whole.
- Agree personal and team objectives and work to achieve them, developing both individually and collectively.

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- Actively participate in required organisational processes, courses and activities, constantly maintaining the required conduct.
- Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding

PERSON SPECIFICATION

Post Title: Sous Chef

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	FE Hospitality/Catering qualifications: City & Guilds 706/1, 706/2 and or NVQ Level 1 & 2, with level 3 or equivalent experience. Level 2 food hygiene.	City & Guilds 707/1/2/3 or NVQ Level 2- Food Service. Professional/HE qualification in Hospitality/Catering Management. Intermediate Food Hygiene Certificate. Customer Service training/certificate.
Experience / Knowledge	Significant experience managing a flexible kitchen operation including delivery of counter, café and hospitality activities. Experience of counter service and buffet menu planning and production. Successful management of agreed GP% targets across all food production. Line management (supervisory and leadership) skills. Knowledge of current catering legislation. Knowledge of current trends and innovations.	Experience of working in a high quality restaurant environment. Experience of managing a varied, flexible food offer across a service period. Experience of carrying out staff appraisals, induction and training. Knowledge of good employment practices e.g. diversity and equal opportunities.
Skills / Personal Requirements	Commitment to customer care. Excellent communication and interpersonal skills with a team-centred approach. Ability to travel (may involve the use of own car). Ability to work effectively in a demanding role. Flexible approach to hours and work.	IT skills including producing spread sheet in Excel. Good standard of numeracy.