

Job Description – Palmer & Howells

Job Title: Sous Chef **Location:** Monkton Combe School

Liaises with: Catering colleagues at both sites, suppliers and other School staff

Reports to: Head Chef / Duty Management

1. Job Purpose Statement

To contribute to the achievement of Palmer & Howells business objectives through the provision of a comprehensive Catering Management Service managing the production and service of high quality food while operating within the agreed budget for the School, under the direction of the General Manager and the Client.

The holder of this post is to assume full responsibility for all daily operational requirements made of the catering department and to deputise in the Head Chefs absence.

2. Job Accountability

To take responsibility for all Kitchen staff and duties including proactively leading the day-to-day running of the operation, shift cover, ordering, training, etc. as outlined below:

Our People

- To liaise with your Head Chef and opposite Sous Chef regularly and effectively to ensure a smoothly run, high-volume kitchen.
- To lead your shift in support of the whole brigade's efforts both when on shift and to cover future shifts.
- To support your Head Chef arrange shift cover for the rota and forthcoming events as necessary.
- To actively recognise that we have junior chefs in our brigade who need your support, guidance and positive experiences to learn from.
- To ensure that all staff receive full induction training before commencing work.
- To ensure all agency / casual staff complete the required induction programme.
- To ensure that all employees under your control, comply with existing employment legislation.
- To ensure all weekly time sheets are maintained with variations highlighted to your Line Manager.
- To assist in identify the training needs of all staff and liaise with your line manager to compile and implement training plans.
- To carry out all basic in-house training. Assistance will be provided on request.
- To assist the Head Chef conduct annual performance reviews for all staff.

Premises, Plant and Consumables

- To be responsible for the ordering and maintenance of adequate stock levels of all food and beverage items using only nominated suppliers.

- To ensure that all deliveries are at the required time and to the required quality standard in line with the above.
- To use Company approved ICT / software to assist with ordering and stocktake as directed.
- To support the Head Chef plan ahead to avoid shortages or other difficult situations in the kitchen; at least 3 to 4 days minimum - ideally 10 days or more.
- To report all internal maintenance requests to Duty Management.
- To implement and monitor cleaning schedules and rotas ensuring the highest possible standards of hygiene and cleanliness are maintained at all times.
- To take all necessary steps to ensure the maximum security of the kitchen, storerooms and offices under the control of the Catering Departments.

Customer Service Experience

- To develop a good working relationship with the Client, Customers, School Governors and all other members of staff at the School, as well as the leader of any outside letting for the School, ensuring best value for money is offered at all times.
- To ensure all information relating to event bookings is actioned appropriately and that pertinent information is passed to your line manager / duty chefs in good time, some of which may occur outside of normal working hours.
- Ensure in conjunction with the Chefs that all food is prepared, cooked and presented to the highest possible standards.
- To assist the Head Chef with menu planning, especially for Boarders' and Chefs' Choice Supper menus.
- To ensure that all menus are varied and offer a balanced diet and comply with the Company Minimum Food Standards.
- To ensure all food is prepared with due care and attention, particularly in regard to customers' special dietary requirements and any allergies that may affect our customers / consumers.
- To pay particular attention to counter presentation throughout meal services and provide a supervisory presence.
- To ensure all service staff are fully briefed before service commences and to have tasted the dishes on offer.
- Taste food at all services to ensure it is to the appropriate standard.
- To ensure that customers are regularly consulted as to their view of the quality of the food and service.
- To constantly seek and implement continuous improvement in quality, cost and effectiveness of the food production and service – discuss suggestions with your line manager before any discussion takes place with the Client.
- To assist with food service when necessary.

Teamwork & Community Spirit

- To ensure that all staff are treated equally.
- To promote good staff relations and minimise labour turnover.
- To hold staff meetings each half-term as a minimum requirement, with recorded minutes held on file.
- To inform your line manager of any staff dissatisfaction or complaint that may occur.
- To attend meetings whenever necessary.
- To attend training sessions whenever necessary.

Company & Client Policies & Procedures

- To assist the Head Chef ensure that the weekly and monthly budgeted food cost targets are met and action is taken as appropriate in the case of any deviation to budget.
- To use Menu Purchase Planners (MPP's) to monitor and control wastage and assist with costings.
- To ensure that Company policies and procedures are followed at all times by all Palmer & Howells Staff and where applicable all Client Staff.
- To implement company policies and procedures, complying with standards set in the reference manuals provided and in unit operating procedures:
 - Employee Staff File
 - Health & Safety Manual
 - HACCP & Hygiene Manual
 - Risk Assessment File
 - Training File
- To ensure the relevant HACCP checks are made and recorded and that appropriate corrective action (when required) is actioned and recorded.
- To advise your line manager immediately of cost, quality, hygiene or safety breaches.
- To attain the highest possible scores when audited by the local EHO or company auditor.

- To comply with all Client House Rules and Regulations.
- To undertake any child protection training required by the School.
- To report any suspected child protection issues to your manager or the school child protection officer.

Irregular Duties

- Attend to any reasonable request from the General Manager, Client and / or a Company Director.

3. Agreement to fulfil this Job Description

I have received, understand and will comply with this Job Description.

Signed _____

Print Name _____

Date Signed _____

Person Specification

Criteria	Essential or Desirable?	How assessed?
Qualifications / Education / Training: <ul style="list-style-type: none"> NVQ or equivalent Level 3 Food Safety for Supervisors Formal chef qualifications Excellent spoken & written English HACCP & COSHH training Level 2 Health & Safety in the work place Level 2 Healthy Eating & Special Diets Basic First Aid, Fire Safety 	Essential Essential Essential Desirable Desirable Desirable Desirable	Via application form and interview
Experience: <ul style="list-style-type: none"> Recent proven experience working in a similar role Relevant experience within the hospitality industry Able to deputise for Head Chef Experience of dealing directly with customers Staff development & training 	Essential Desirable Essential Essential Desirable	Via application form and interview
Knowledge: <ul style="list-style-type: none"> Extensive knowledge of cooking techniques and international food styles Proven knowledge of menu design, costing and implementation Proven knowledge of function planning and implementation Budget and stock control Plan & control production / proven knowledge of quantities based on portion specifications 	Essential Essential Essential Essential	Via interview & Skills Check
Skills & Competencies: <ul style="list-style-type: none"> Excellent communication skills Strong prioritisation skills and ability to manage own workload Total flexibility with working hours and days Team leader Proven ability to work under pressure Ability to deliver a high level of customer satisfaction 	Essential Essential Essential Essential Essential	Via interview & Skills Check
Personal Attributes: <ul style="list-style-type: none"> Self-motivated Ability to make decisions and use own initiative Excellent personal presentation & presence Creative, innovative Prepared to learn new skills 	Essential Essential Essential Essential	Via interview and Skills Check
Other: <ul style="list-style-type: none"> Ability to use Microsoft Office software and Internet Willing to participate in presentations / lead meetings 	Essential Desirable	Via interview