

Post Details		Last Updated: 19/07/2021	
Job Title	Sous Chef		
Job Family	Operational Services	Job Level	3
Responsible to	Head Chef		
Responsible for (Staff)	Chefs, Kitchen Assistants, Kitchen Porters		
<u>Job Purpose Statement</u>			
To support and work alongside the Head Chef to effectively manage all kitchen operations for The Bench Bar, professional sports team catering and all hospitality events, including managing the kitchen team, menu creation and preparation, achieve the highest standard of food production whilst controlling and managing the food cost in line with the budget and ensuring compliance with the department's food safety management system.			
<u>Key Responsibilities</u> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)			
<ol style="list-style-type: none"> Food: Assume a hands on role, including food preparation, cooking and presentation, demonstrating and maintaining high standards of cooking to meet and exceed customer expectations. To assist the Head Chef in managing the production and planning of dishes, in accordance with agreed procedures and based on analysis of customer numbers. Planning: Keep abreast of current food trends, planning and designing menus in liaison with the Head Chef. To assist in the costing of menu items, using the most up to date ingredient costs and according to an agreed formula. People Management: To lead, motivate, develop and train a team of permanent and temporary staff. Support the Head Chef in the day-to-day activities of the team, including the allocation of their duties and specific tasks. Continuous Improvement: Work with the Head Chef and SSP management team to develop and maintain high standards of food and beverage quality, presentation and customer care. Financial Management: Assist the Head Chef in the management and control of food costs to ensure that the agreed budget for the department is adhered to. Stock Management: Work with the Head Chef to ensure that stock is kept at agreed levels, produce is stored correctly and rotated in a systematic way and to take action to minimise wastage at all stages of food production, implementing controls, keeping records and making reports, as required. To ensure deliveries are checked on receipt, that faulty items are returned and that the relevant paperwork is received and processed. Health and Safety: To assist the Head Chef to instil into the kitchen a culture of essential hygiene practices connected with storage, cooking and service of food, as well as the importance of clean, tidy and hygienic working practice. To ensure compliance by all staff operating in the kitchen with food hygiene and health and safety regulations. 			
N.B. The above list is not exhaustive.			
All staff are expected to:			
<ul style="list-style-type: none"> Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy. Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students. Follow SSP policies and working practices in ensuring that no breaches of information security result from their actions. Ensure they are aware of and abide by all relevant SSP and University Regulations and Policies relevant to the role. Undertake such other duties within the scope of the post as may be requested by your Manager. Work supportively with colleagues, operating in a collegiate manner at all times. 			
Help maintain a safe working environment by:			
<ul style="list-style-type: none"> Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand. Following local codes of safe working practices and SSP Health and Safety Policy. 			
<u>Elements of the Role</u>			
This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.			

Planning and Organising

- The post holder has responsibility for the operational running of the kitchen - they are expected to have a good working knowledge of how the service should operate, in order to meet customer requirements, whilst maintaining optimum efficiency.
- The post holder is expected to liaise with the Head Chef, Catering Manager and Bar Manager at regular intervals to ensure a well-coordinated operation.
- The post holder will help the Head Chef plan menus based on the service requirement including for the main restaurant service, internal meetings, events and other ad hoc requests.

Problem Solving and Decision Making

- The post holder is expected to provide advice and solutions to routine day-to-day problems and to act as an escalation point for their direct reports. Resolution for these issues will usually be found through referring to their previous experience of similar problems or through making reference to departmental policies and procedures.
- They are expected to use initiative and judgement to address and resolve more complicated problems and issues, referring only the most complex, or those outside of the remit of their role to the Head Chef for guidance/resolution.

Continuous Improvement

- In order to ensure the continuing success of the units, the post holder is expected to take a proactive approach and to actively seek to identify any areas of improvement, particularly with regards to menus and food development. Under the guidance of Head Chef the post holder is expected to implement any changes.
- The post holder will help in the planning and introduction of new menus.

Accountability

- The post holder is expected to comply with clear and established procedures and health and safety regulations regarding the use of any equipment and to comply with relevant food safety legislation/guidelines with regards to the safe preparation of food. The post holder is responsible for ensuring that these processes are followed by all staff. Errors in judgement or failure to follow procedure could result in the contamination of food, the contraction of foodborne illnesses, damaged equipment or the personal safety of the post holder, their team and their customers being placed at risk.
- The post holder is expected to organise team activity (both permanent and temporary) and to coordinate the work across the shifts in order to fulfil requirements and provide the best standards of service.
- They will support the Head Chef in motivating, training and appraising all staff.
- The post holder is expected to continually seek improvements and professional development from all staff to ensure that operations and those within them continue to develop and grow.
- They are responsible for the quality and professionalism of service delivery within the kitchen.

Supplementary Information

- To deputise for the Head Chef in their absence.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

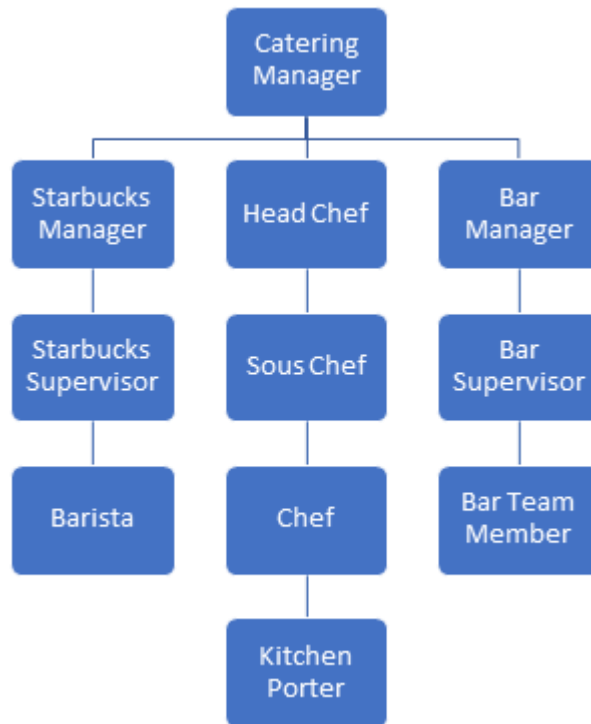
Qualifications and Professional Memberships

City and Guilds 7061 & 7602, or NVQ Hospitality 3, plus several years relevant experience	E
Intermediate Food Hygiene Certificate	E
Good standard of numeracy and literacy skills (at least GCSE English and Maths at grade C or above)	E

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).	Essential/Desirable	Level 1-3
Experience of costing and budgeting food and beverages	E	2
Previous experience in a similar role	E	2
Good understanding of health and safety and food hygiene	E	2

Experience of managing a team of staff	E	2
Experience of stock control	E	2
Working knowledge of Microsoft Office and the internet	E	2
Special Requirements:		Essential/ Desirable
Ability to work flexible hours as part of a rota. This includes evenings, weekends and public holidays as required.		E
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.		Level 1-3
Communication		2
Adaptability / Flexibility		2
Customer/Client Service and Support		2
Planning and Organising		2
Continuous Improvement		2
Problem Solving and Decision Making Skills		1
Managing and Developing Performance		1
Creative and Analytical Thinking		1
Influencing, Persuasion and Negotiation Skills		1
Strategic Thinking & Leadership		n/a
<p>This Job Purpose reflects the core activities of the post. As the department and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. Surrey Sports Park expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>		
Organisational/Departmental Information & Key Relationships		
<u>Background Information/Relationships</u>		
<p>Surrey Sports Park is at the heart of sport and physical activity in Surrey, and our mission is to deliver the best possible sport, health and wellbeing experience to our University of Surrey students and to the wider SSP community. We provide strategic added value to the University by delivering an outstanding student experience through social and competitive sport and providing an excellent environment for wellness and fitness for Surrey staff and students, and our community impact is significant both culturally and physically. The team is passionate and high performing, and the business model requires us to deliver a self-sustaining, well managed and customer service focused business.</p> <p>The post holder will work closely with all Sports Park staff and both internal and external guests.</p>		

Department Structure Chart



Relationships

Internal

- Communicate with a number of internal (staff and students) customers in a helpful and courteous manner and providing/requesting information in order to ensure the provision of an efficient service. It is important that the post holder provides a professional image and a welcoming service, to ensure that customers receive quality service.

External

- Communicate with a number of external visitors in a helpful and courteous manner and providing/requesting information in order to ensure the provision of an efficient service. It is important that the post holder provides a professional image and a welcoming service, to ensure that customers receive quality service.