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| **Post Details** | **Last Updated:** 15/03/2022 |
| **Faculty/Administrative/Service Department** | Faculty of Arts and Social Sciences (FASS) |
| **Job Title** | Sous Chef |
| **Job Family**  | Operational Services | **Job Level**  | Level 3 |
| **Responsible to** | Head Chef |
| **Responsible for (Staff)** | Chef De Partie / Kitchen Assistant |
| **Job Purpose Statement**To support the Head Chef to effectively manage the kitchen team to achieve the highest standard of food production and to play an active role in the supporting academic tutors in the delivery of on-the-job student training, which contributes to the learning experience of students and assists in the achievement of their degree programmes. |
| **Key Responsibilities** 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)  |
| 1. **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.2. **Planning:** Keep abreast of current food trends, assisting the Head Chef in planning and designing menu’s in liaison with the academic tutors and Lakeside management team, as appropriate.3. **People Management:** Undertake on the job training for staff and students within the restaurant, planning and organising appropriate training programmes in conjunction with the Head Chef and academic tutors.4. **Continuous Improvement:** Work with the Head Chef and Lakeside management team to develop and maintain high standards of food and beverage quality, presentation and customer care.5**. Stock Management:** Work with the Head Chef to ensure that stock levels are kept at agreed levels, so that groceries are fresh and frozen products are used quickly 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 also check deliveries on receipt, ensuring that faulty items are returned and that the relevant paperwork is received and processed.6. **Health and Safety**: To assist the Head Chef in instilling into the kitchen a culture of essential hygiene practices connected with storage, cooking and storage of food, as well as the importance of clean, tidy and hygienic working practice, such as use of knives, chopping boards, table surfaces etc. To also ensure compliance by all staff and students operating in the kitchen with food hygiene and health and Safety Regulations. Maintaining records, monitoring and evaluation of procedures and ensuring students and staff are trained and updated regularly.7. **Other**: To deputise for the Head Chef in their absence, advising and providing guidance to restaurant and kitchen staff, to ensure a high level of customer service on a day-to-day basis.**N.B. The above list is not exhaustive.** |
| All staff are expected to:* 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 University/departmental 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 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:*** 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 the University of Surrey Health and Safety Policy.
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| **Elements of the Role**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 works to standard instructions and within clearly defined procedures within the kitchen areas of the Lakeside kitchen set by the Head chef.
* Tasks must be carried out according to strict department processes and procedures, including the adherence of health and safety requirements.
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| **Problem Solving and Decision Making*** Working within established guidelines and procedures, there is limited scope to exercise judgement in how they perform their duties. However, there is some scope for the post holder to set their own short-term priorities, using past experience to plan timeframes. There may be occasions where the post holder must make adjustments to their schedules in order to meet customer demand; in these cases, guidance is available from their line manager.
* The post holder deals with a variety of routine issues within their own area of work. Due to the routine and prescriptive nature of the majority of these tasks, they are generally able to operate with minimum day-to-day supervision.
* The post holder may occasionally experience more unusual problems/issues, where there is no formal guidance. In these cases, the post holder is required to interpret past precedents and apply their judgement to determine an appropriate course of action. Guidance is available and there is an expectation that complex issues/conflicts are referred to their line manager for resolution.
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| **Continuous Improvement*** In order to ensure the continuing success of Lakeside, the post holder is expected to take a pro-active approach and to actively seek to identify any areas of improvement, particularly with regards to helping with new menu ideas and menu designs. Under the guidance of their line manager, the post holder may be expected to implement any changes.
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| **Accountability** * The post holder has no formal supervisory responsibility. However, they are expected to assist with providing training, guidance and support to students working within Lakeside as part of their undergraduate programme. The support provided to these students impacts upon their overall university experience.
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| **Dimensions of the role*** The post holder has no budgetary responsibility; however, they are responsible for monitoring portion and waste control to maintain profit margins.
* This job purpose reflects the core activities of the post. As the Department/Faculty 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. The University expects that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.
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| **Supplementary Information*** Situated in the Faculty of Arts and Social Sciences (FASS), the Lakeside units offer a training facility for students undertaking the International Hospitality Management Module in the School of Hospitality and Tourism Management. The Faculty of Arts and Social Sciences (FASS) is one of four Faculties in the University and brings together scholars and students from across an extraordinary range of academic disciplines in a learning community that is dedicated to the discovery and enrichment of the arts, humanities and social sciences. We are artists, entrepreneurs, scholars and practitioners working on the pleasures and challenges of our times.
* The Lakeside Restaurant offers a modern a la carte dining experience, providing lunch and special function catering service. It provides a service to maximum of 80 lunchtime covers, however, this number can increase for private functions. The restaurant runs alongside the Lakeside Coffee Shop, which serves barista-style coffee and a selection of ready to eat snacks, fresh soups and handmade sandwiches, made onsite by the Lakeside Restaurant’s renowned team of top-quality chefs.
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| **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** |  |
| Vocational qualifications plus several years’ relevant work experience.Or:Learning gained through work experience of a number of years. Will include short courses and other formal training. | E |
| Relevant culinary qualifications (NVQs, SVQs, City and Guilds, Apprentice or similar) | D |
| **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** |
| Basic experience of working in an à la carte/function style kitchen operation | E | 1 |
| Basic knowledge of health and safety regulations | E | 1 |
| Appreciation of the higher education sector and student training | D | N/A |
| Experience of supervising small groups | D | N/A |
| **Special Requirements:**  | **Essential/Desirable** |
| Ability to work flexible hours as part of a rota (including weekend and evenings) | 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** |
| CommunicationAdaptability / FlexibilityCustomer/Client service and supportPlanning and OrganisingContinuous ImprovementProblem Solving and Decision Making SkillsManaging and Developing PerformanceCreative and Analytical ThinkingInfluencing, Persuasion and Negotiation SkillsStrategic Thinking & Leadership | 112121N/AN/AN/AN/A |
| This Job Purpose reflects the core activities of the post. As the Department/Faculty 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. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose. |
| **Organisational/Departmental Information & Key Relationships** |
| Background InformationThanks to its distinctive focus on enterprise and innovation, the Faculty of Arts and Social Sciences (FASS) has been successfully producing highly employable graduates in a variety of disciplines for over 40 years. The Faculty’s research strategy has one overarching aim: ‘to be recognised internationally as a leading centre for management, economic and legal research’. The Faculty is also extending its links to business and enterprise; working to emphasise the need for business research and teaching to be aligned with the fast-changing nature of the economy and to build substantive bridges to science and technology interests to help accelerate the commercialisation of innovation. As part of the School of Hospitality and Tourism Management, the Lakeside Restaurant and Lakeside Coffee Shop are unique operations, which are led by a team of professional staff, ably assisted (during semester time) by talented students studying on the Schools’ BSc International Hospitality Management programme. . This post operates from the Lakeside Restaurant kitchen, providing food across the Lakeside operations, working closely with the Lakeside management team and other members of the SHTM catering team. They will work with undergraduate students, undertaking practical food and beverage modules as part of their degree course. An appreciation of the student training experience is therefore vital.  |
| Department Structure Chart  |
| Relationships **Internal*** Events/Marketing
* Academic staff
* Students

**External*** General Public
* Clients
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