

# Lincs Inspire Limited

## Job Description

Job Title:	Assistant Chef - Whisby Natural World Centre
Accountable to:	Head Chef - Whisby Natural World Centre
Grade:	PG5 £20,440

### Overall Purpose of the role:

Work closely with and report to the Head Chef, delivering a quality food and beverage menu within a high turn-over facility, including additional function & private hire facilities.

Demonstrate creativity and passion for good food, good value and first class presentation.

Be a proactive member of the operational management team, ensuring a professional and business orientated approach is applied at all times to meet the aims and objectives of the company.

Ensure excellent customer service throughout, resulting in high levels of customer satisfaction, return visits and enhanced company profile

To be responsible for the catering outlets and facilities including: Boardwalk Bistro with external seating for 120 covers, Little Darters kiosk for 48 covers, Otter's Reach café with 20 covers and the Cygnet Suite with up to 180 covers.

### Responsibilities:

- As directed by the Head Chef, ensure the efficient management of the kitchen.
- Prepare, cook and deliver food that is consistently of a high standard and well presented.
- Ensure the timely delivery of all food and beverages, and in accordance with menu descriptions.
- Support the Head Chef in the preparing and managing internal and external events. Which may include, but not limited to, corporate meetings, children's parties, family functions and groups with specific dietary needs.
- Follow Food Hygiene and HACCP (Hazard Analysis and Critical Control Point) procedures to ensure due diligence is adhered to daily. The use of the HACCP principles will mean that there will be fully auditable systems, procedures and evidence to demonstrate due diligence for the following:
  - the procurement, storage and preparation of all ingredients and foodstuffs as necessary;

- the supply of all equipment and consumables not already in place at the venue; and
- menu development
- Control and monitor food production, wastage and accurately record. Ensure kitchen stores/stock is secured at all times, and support the Head Chef with regular stock audits.
- Under the direction of the Head Chef operate a PAP system (positive action protocol), with all data logged and recorded to demonstrate due diligence and compliance.
- Complete and follow cleaning schedules, ensuring all areas are to the standard required and as directed by the Head Chef.
- Ensure a positive customer experience at all times, where practical to do so, revising dishes to accommodate specific customer requirements
- Ensure all customer dietary and allergy requirements and requests are delivered accurately and supported by full ingredient/product traceability and accountability.
- In the absence of the Head Chef take full responsibility for the safe operation of the kitchen and its service delivery, ensuring all standards are maintained.
- Ensure all Health and Safety and environmental requirements are fully met. Including monitoring of all temperature records on a daily basis.
- To assist the Head Chef with ordering and menu planning.
- Support the Head Chef at all times and as directed to ensure the safe and effective management of the catering facilities.
- To deputise for the Head Chef in their absence managing the day to day running of the catering facilities and outlets. Managing the catering staff of up to 15 per shift over busy periods.
- To undertake the ordering responsibilities as directed by the Head Chef or in their absence. Ensuring budgets are adhered to.
- Become a personal license holder for the sale of alcohol whilst on duty.
- To undertake any other reasonable duties as requested by the Head Chef or Operational Management

### **Accountabilities:**

#### **Delivering Results**

- Support the Head Chef to deliver efficient catering services via an organised, safe and methodical approach to workflow, including ongoing work based training, and continuous product and process assessment.
- Ensure that there is a good working relationship between all staff supporting continued business development and a positive company reputation.
- At all times represent Lincs Inspire via a smart, positive and professional approach.
- Increased spend per head and return visits are essential to the success of the café and catering facilities, this will be achieved through the delivery of an efficient, value for money, quality service that meets and exceeds customer requirements.

#### **Managing Resources**

- Supervise catering staff (both permanent and casual staffing) as directed by the Head Chef, ensuring efficient use of all staff resources.

- Ensure correct portion sizes are applied and be able to calculate food costs and manage food costs to achieve profitability.
- At all times apply stock rotation processes to minimise waste and avoid costly over stocking.
- Ensure the disposal of all waste is in accordance with all current legislative requirements, and the cost effective use of waste contractors.
- In the absence of the Head Chef be responsible for all kitchen safety and security, including daily checks as directed by the Head Chef.

#### Compliance with Statutory Regulations

- Ensure full compliance with current food safety and HACCP procedures and legislation
- Ensure a thorough knowledge of health and safety, food hygiene, training on relevant kitchen equipment, allergies and intolerances, licensing regulations and sound product knowledge
- Fully understand and apply all relevant operations procedures and standards as directed by the Head Chef and Operational Management.
- Ensure all equalities and safeguarding policies and procedures are fully understood and adhered to.
- Ensure at all times a safe working environment, supported by up to date first aid at work provision. Including clearly defined 'duty first aider' information available at the start of all shifts.
- The facility is proud of its 5 star FSA Food hygiene ratings and all staff are required to ensure this is maintained throughout.

#### Contacts and Communications

- Daily customer contact both direct and indirect through the delivery of food and beverage sales.
- Daily staff contact across the facility will ensure effective and meaningful communication supports the delivery of a seamless service provision.
- From time to time staff contact across the company and its different venues.
- Ensure safe attendance by contractors/suppliers etc. in accordance with current policy and procedure
- Promptly report any accidents, incidents, break-downs or maintenance issues to the Head Chef or Operational Management, and record all information accurately

#### **Decision Making – Planning, Creativity and Innovation**

##### Planning

- Prioritise own work outputs within the guidelines and timeframes set by the Head Chef and in accordance with the cafes opening times.
- Priorities may change, however these are usually planned for and will be advised by the Head Chef.
- There is a requirement to support occasional evening events/events outside of normal business hours, these are well planned in advance and full notification will be provided by the Head Chef.
- The post holder will assist the Head Chef in the delivery of hospitality supporting corporate meetings, social events and business functions, all of which are booked in advance and as directed by the Head Chef.

- As part of catering team to be available to support business continuity during unanticipated incidents and to support a company responsibility in the event of local emergencies.

#### Creativity and Innovation

- Consistently high standards of presentation are essential to ensuring a positive customer experience
- Lincs Inspire adheres to rules enforceable within the UK by the Food Information Regulations 2014 (FIR) and therefore the post holder, under the guidance of the Head Chef will ensure all allergen and intolerance information is readily available and accessible by all users
- Flexibility and ability to respond to changing/or specific customer requirements is essential to also support a positive customer experience
- The post holder will be required to assist the Head Chef with menu planning and the creation of exciting choices that demonstrate seasonality and celebration of local produce/suppliers.

#### Discretion

- The post holder will work within defined delivery guidelines and legislation as directed by Head Chef and Operational Management. However, from time to time swift responses to customer requirements may be needed, with advice and guidance available at all times.
- The post holder may from time to time be required to directly respond to a routine customer complaint or query, for any complex or contentious matters advice and support is readily available.

#### Consequences

- The post holder will work as part of a team to ensure a positive customer experience across the whole venue
- Advice and guidance is readily available from the Head Chef or Operational Management and therefore any effect of a direct decision is likely to be short term, readily identified and remedied with minor impact.

#### Working Environment

- The post holder will work within a programme of set tasks as part of the catering team and as directed by the Head Chef
- Work may be subject to change as a result of cancellations or amendments to events and activities within the facility.
- This is a busy working environment, operating to seasonal variations in opening hours and can experience very busy periods especially during school holiday times. Therefore efficient and safe operations and work flows are essential.

#### Physical Demands

- The post holder is working within a commercial kitchen which requires regular periods of standing, lifting, carrying and use of commercial kitchen equipment.
- Cleaning of the kitchen, storage areas and servery is required on a daily basis and as directed by the Head Chef or Operational Management.

<ul style="list-style-type: none"> <li>As a typical kitchen environment this also includes exposure to varying temperatures. The post holder, under the guidance of the Head Chef is responsible for ensuring a safe working environment and this includes monitoring staff welfare and adherence to break-times.</li> </ul>
<b>Working conditions</b>
<ul style="list-style-type: none"> <li>This post is based within the kitchen and café area and includes an outdoor serving hatch supporting an adjoining picnic area. This may require the post holder to access the outdoor picnic area infrequently and during busy times.</li> <li>Corporate events, hospitality services are mainly provided within the venues hospitality suite. There may be an infrequent occasion where external catering is provided. This will be at all times under the direction of the Head Chef.</li> <li>Flexibility is essential as this role requires evening and weekend work within a programmed timetable</li> </ul>
<b>Work Context</b>
<ul style="list-style-type: none"> <li>Work potentially involves some risk to personal safety arising from the service sector and kitchen environment.</li> </ul>

Knowledge and Skills	Essential or Desirable	Assessment Method (Application/Interview)
<b>Demonstrate a track record or undertaking work of a similar nature and gaining experience in:</b>		
<ul style="list-style-type: none"> <li>Catering industry as Chef/Assistant Chef</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>Front of House services and the setting of customer service standards</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>Supervision of catering staff and kitchen facilities</li> </ul>	E	A/I
<b>Demonstrate a knowledge of:</b>		
<ul style="list-style-type: none"> <li>Food Safety and HACCP procedures</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>Safeguarding children's and adults legislation and procedure</li> </ul>	D	A/I
<ul style="list-style-type: none"> <li>Design, preparation and effective menu planning</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>Health and Safety regulations and Environmental Health standards and compliance</li> </ul>	E	A/I
<b>Evidence the following skills and abilities</b>		
<ul style="list-style-type: none"> <li>Creative and presentational skills</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>High standards of food hygiene, cleanliness and employee safety within a busy kitchen environment</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>Staff training and development</li> </ul>	E	A/I
<ul style="list-style-type: none"> <li>Presentation and interpersonal skills</li> </ul>	E	A/I
<b>Education and qualifications:</b>		
<ul style="list-style-type: none"> <li>Minimum Maths and English to GCSE or equivalent standard</li> </ul>	E	A
<ul style="list-style-type: none"> <li>Food Hygiene certification level 2 minimum, ideally to advanced standards</li> </ul>	E/D	A

• First Aid Qualification (FAAW)	D	A
• Personal Licence Holder	E/D	A
• Customer Service training	D	A
• Safeguarding children preferably LSCB level 1	D	A
<b>Working arrangements</b>		
• To be able to access company venues to undertake the duties of this role	E	A/I
• Required to work flexibly including evening, weekend and bank holiday requirements to meet the needs of the business which operates 7 days per week, 52 weeks per year	E	A/I

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