

Sous Chef

Grade: 6

Directorate: Operations

Location: WWT London Wetland Centre

Reporting to: Head Chef

Main Function of the post: Support and deputise as and when necessary for the Head Chef in creating developing and managing an inspirational catering environment that contributes to an excellent visitor experience. Consistently deliver and meet or exceed agreed targets, and generate profits that support the conservation work for WWT whilst adhering to current legislative regulations.

Main duties of the post:

- Shape the visitor experience by generating a warm and welcoming catering environment which is inspirational and vibrant and represents the WWT brand.
- Provide and present WWT's catering product range to a consistently high standard, identifying and responding to changing visitor requirements and feedback.
- Assist as required in the creation and development of a varied, exciting and appealing seasonal offer that reflects WWT brand within the desired price points using seasonal, ethically sourced high quality ingredients.
- Support, develop and maintain the catering offer to maximise sale opportunities, adapting to seasonal changes and change in visitor buying behaviours.
- Optimise financial performance to increase profitability through effective deployment of all available resources and relevant controls ensuring the COS are met at all times
- Implement the appropriate standards, procedures and best practice as defined by your Line Manager including completion of all daily paperwork such as receiving goods, ordering and using the online purchase order system

- Support with the allocation of basic tasks and carry out agreed training, checking the work of others in similar or lower grades on a regular basis
- To deputise for the Head Chef
- Engage with WWT's internal communication channels keeping themselves informed and up to date with the progress that WWT is making and the work that we undertake to save wetlands for wildlife and people.
- To support the Head Chef to lead, coach and engage team members to adapt to continuous change and the implementation of new initiatives.
- Reduce waste by accurately managing stock in line with WWT systems and procedures, ensuring that all waste is disposed of responsibly in line with WWT recycling policies.

In addition:

- Operate catering areas that fully adhere to and comply with Industry Food Hygiene standards.

Work Pattern: 37.5 hours per week to be worked on a rota basis to include weekends and bank holidays, and evening work in line with business requirements.

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

Date Created: December 2017

Person specification

1. Qualifications

Essential:

- Educated to a minimum of GCSE Standard (Grade A-C) standard or equivalent
- Industry recognised qualification such as C&G 705 1 & 2 or suitable experience
- Food Hygiene Level 3

2. Experience

Essential:

- Relevant experience within a catering operation
- Banqueting Experience
- Experience of varied catering styles
- Good knowledge of food safety management systems
- Practical experience in all areas of running a kitchen
- Experience of team management

Desirable:

- Experience of working within a visitor attraction
- Previous experience of multi-functional operation
- Demonstrable experience of budget management
- Good working knowledge of word, excel and outlook

3. Managerial and supervisory

Essential:

- Ability to determine priorities and set tasks for others
- Confidently able to train, motivate and engage the team

Desirable:

- Experience in managing the life cycle of a team member to include:-
 - Recruitment
 - Appraisals
 - Performance Management
 - Allocation of resource (permanent/casual staff and volunteers)
 - Submission of information to Payroll function

Your team	Number managed	Number supervised
Permanent Team	0	4
Casual Workers	0	2
Volunteers	0	0

4. Responsibility

Essential:

- Ensure legislative compliance of FSMS and HSE
- Manage customer feedback
- Be responsible for the organisation of the working environment
- To ensure that COS and gross profit are achieved

Levels of responsibility:

Your responsibilities	Level (£'s)
Expenditure (exc. payroll)	£0
Cash Handling	£0
Assets (required for job, exc. buildings)	£1000
Visitors (per annum)	

5. Creative Ability

Essential:

- Ability to plan for and adapt to seasonal trade/campaigns and promotions
- Ability to problem solve
- Ability to input into passionate and imaginative menu planning whilst working to a budget
- Ability to think outside of the 'pond' and committed to going the extra mile

Desirable:

- Ability to produce special dietary menus

6. Contact

Essential:

- Ability to build and maintain good working relationships with other departments and visitors
- Ability to maintain regular with external suppliers, ensuring standards are delivered by suppliers and contractors
- Ability to maintain excellent communication with team members
- Ability to engage with visitors living up to WWT Customer Service Standards