

ASSISTANT CHEF

Job Description and Person
Specification

The Wrekin
Housing Group

The Wrekin Housing Group

Assistant Chef

This is a broad outline of what is expected of the post holder:-

Responsible to: Chef Manager for ShireLiving

Key Objectives:

- To contribute towards providing a catering service to residents, visitors and staff which delivers on high standards of food safety and food delivery.
- To delight customers using the catering service providing high standards of customer service.
- In the absence of the Chef Manager effectively manage a team of catering employees in order to deliver a quality catering service within the ShireLiving scheme.
- To work with other staff members within the ShireLiving scheme to develop effective team working so as to provide a seamless service to customers.

Key Responsibilities:

Food Safety and Food Supply

- To support the Chef Manager in delivering the catering service, ensuring that all work carried out within the catering service is done in compliance with Safer Food Better Business guidance.
- To ensure the appropriate working practices are followed in relation to Allergen's so customers with allergies stay safe.
- To ensure all health and safety legislation is adhered to and the kitchen and Café have high standards of cleanliness.
- To follow the appropriate system for ordering of food and ensure that the food delivered by suppliers is delivered on time and food is of a high quality.
- To assist with carrying out periodic stock takes to understand amount of physical stock that is being held.
- To assist the Chef Manager in effectively managing the catering service budget for the scheme making the best use of resources.
- To ensure that the correct procedures are followed for handling cash and it is banked in a timely manner.

- To support the Chef Manager to provide a range of menu designs that meet the dietary and other requirements of those residents on the scheme and will delight them.
- To ensure the Café servery areas and food are presented to a high standard to entice customers to want to eat the food within the Café.

Customer Services

- To deliver services so as to meet the needs of vulnerable people.
- To listen to customers and get their feedback on the menu and Café and work with the Chef Manager to use this to make improvements.
- To ensure the service delivered enables customers to have a positive dining experience.
- To provide a room service to residents so they can have their meals delivered to their apartment.
- To assist the Chef Manager in providing catering on the scheme that support social activities taking place including things like buffets and family entertainment packages.

Staff Management


- To deputise for the Chef Manager and lead the catering team in ensuring that an effective catering service is delivered to customers.

Working as a team

- To work as part of the wider team within the ShireLiving scheme to ensure the catering service is integrated with the care delivery and the events/activities programme.

GENERAL RESPONSIBILITIES:

- To assist the Group in striving to meet its mission and to help foster a culture of continuous improvement
- To comply with the Groups Standing Orders
- To uphold, as an individual employee, the Groups' Corporate Policies, in particular in the areas of:
 - Health and Safety
 - Equal Opportunities and BME Policies
 - Safeguarding
 - Confidentiality and Data Protection



- Food Safety

- To take responsibility for personal development, sharing knowledge and skills and learning from others
- To strive towards the delivery of excellent tenant and customer service, offering commitment, interest and enthusiasm in serving customers and resolving issues
- To keep confidentiality at all times

THE WREKIN HOUSING GROUP

PERSON SPECIFICATION

ASSISTANT CHEF

QUALIFICATIONS:

- Basic Food Hygiene is essential
- NVQ Level 2 in Catering or an equivalent catering qualification is desirable or a willingness to work towards
- Health and Safety Qualification is desirable or a willingness to work towards

KNOWLEDGE, SKILLS AND EXPERIENCE:

- Experience of working in catering or front-line hospitality environment is essential
- The ability to creating great food that is well presented, full of flavour, balanced and nutritional
- Excellent interpersonal skills are essential
- Experience of operating cash management systems and ordering of supplies, equipment and carrying out stock takes
- The ability to deliver excellent customer service is essential

COMPETENCIES:

- Adheres to and promotes the Groups business values. Deals with customers and colleagues with commitment, integrity and respect.
- Recognises and respects the individual value of all employees. Adopts an open, flexible and receptive approach to working with others.
- Produces accurate and high-quality work to meet deadlines. Uses initiative and consults with manager where required.
- Articulates opinions and information confidently and clearly. Actively listens to the communications of others.
- Supports and shares information with team members, actively involving team in decision-making and problem solving to improve services.
- Assists in identifying and defining problems, taking appropriate measures to resolve them through consultation with team members and managers.

- Communicates objectives clearly. Meets deadlines through planning and monitoring delivery with team. Keeps all appropriate parties informed of progress.
- Demonstrates judgement and the ability to take decisions at a local level, seeking advice and information when appropriate.
- Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services.
- Uses clear oral and written 2-way communication to share Information.

OTHER:

- Flexibility of approach and a willingness to work outside of normal working hours in an emergency
- To work at other locations when required