

HERON & BREARLEY GROUP

SECOND CHEF - IOM ROLE PROFILE

JOB FAMILY:

HR CODE:

STRUCTURE	LINE MANAGEMENT RESPONSIBILITIES
<p>This role is located in the IOM Retail Estate reporting directly to the Retail Pubs General Manager.</p> <p>The Retail Pubs General Manager will appraise the quality of work produced and/or performed by the incumbent.</p>	<p>Supervisory responsibility for the site kitchen team in the absence of the Head Chef.</p>

MISSION & PURPOSE
<p>The mission and purpose of the Second Chef role is as follows:</p> <ul style="list-style-type: none">• To assist the Head Chef to lead a team of kitchen staff, focusing on the delivery of operational excellence in every aspect of the site food operation including people, customer, sales and profit.• To provide cover for the Head Chef if and when required.• Managing specialised work efficiently, with confidence and competence.• Above average attention to details, concern for the exact correctness of work and strong commitment to completing tasks on time.• To assist the Head Chef to develop talent and future succession amongst the kitchen team to support current operational requirements and the future growth agenda.• Working with and through others, building and maintaining relationships and working closely and accurately within established guidelines.• To support a coaching, supportive environment where team engagement is seen as central to driving results.

KEY RESPONSIBILITIES & DELIVERABLES
<p><u>People</u></p> <ul style="list-style-type: none">• Assisting the Head Chef to maintain a fully resourced kitchen team in the site, through effective talent and succession planning and including high quality recruitment.• Driving towards results by enrolling the commitment and buy-in of others in order to achieve ongoing business objectives and achieve continuous improvement in knowledge, quality and service delivery.• Assist the Head Chef to ensure company training programmes and compliance requirements are fully implemented including the thorough induction of whole site team.• Assist and support the delivery FLOW within the site.• Assist and support the implementation of HR policies and procedures within the site food operation which comply with the Company's statutory obligations.• Ensure best practice is shared within the kitchen team ensuring all talent and skills are maximised. <p><u>Financial Planning & Management</u></p> <ul style="list-style-type: none">• Assist the Head Chef to ensure all menus are calculated correctly to maximise gross profit.• Review and understand the P&L for your site to assist the Head Chef and General Manager deliver profitable sales growth and control costs. <p><u>Operational Planning & Management</u></p> <ul style="list-style-type: none">• Ensure that you are conversant and compliant with the usage of relevant systems within the business.• Assist the Head Chef to maintain efficient and cost effective kitchen rotas.• Assist the Head Chef to ensure that all kitchen administration is completed accurately in a timely fashion.• Clear and efficient communication, sharing and cascading information in a timely manner, explaining not just the "what" but also the "how" and "why" benefits of activities and processes.• Ensure all legal requirements are met for our customers and teams.• Ensure a high quality environment is maintained through both cleanliness and timely repairs.• Ensure compliance with all aspects of Health & Safety and Food Safety, highlighting any immediate or on going risk and taking appropriate action.

<u>Product Quality & Development</u> <ul style="list-style-type: none"> • Drive food quality and offer through a sound, effective understanding of food production along with regular quality checks. • Keep up to date with industry news, local and national trends as well as the developing propositions of competitors. • Assist the Head Chef to develop exciting menu options to meet the expectations of our customers that will continually develop the business, paying attention to seasonal availability where relevant.

PERSON SPECIFICATION & BEHAVIOURS <ul style="list-style-type: none"> • Demonstrable passion, enthusiasm and determination for achieving business objectives and the drive to deliver results with a sense of urgency in a fast paced environment. • Able to multi task and manage a variety of activities occurring simultaneously. • Must be comfortable in making decisions in area of speciality or expertise. • Factual and sincere communication style. • A disciplined, hands-on approach resulting in work that is high quality and precise. • Strong, friendly follow-up on tasks delegated to ensure proper results. • Ability to work in a systematic way with factual and technical information and processes. • Sound judgement skills around operational focus and people.
EXPERIENCE, EDUCATION, TYPICALLY <ul style="list-style-type: none"> • CIEH Food Safety Level 2 qualification or equivalent. • NVQ Level 2 food handling qualification or equivalent. • Previous experience in a similar role, preferably within the licensed trade.

The above statements are intended to describe the general nature and level of the work being performed. They are not construed as an exhaustive list of all deliverables and responsibilities and duties. All employees are expected to be flexible in approach and may be required to perform other duties as may be reasonably required for the benefit of the Heron & Brearley Group and to add value.

Date prepared:		
Agreed by:	Incumbent	Manager
Review date:		