UNIVERSITY OF OTAGO
ŌTĀKOU WHAKAIHU WAKA

JOB DESCRIPTION

ROLE TITLE: Senior Chef

DEPARTMENT: University Catering

SCHOOL / DIVISION: Campus and Collegiate Life Services - Operations Group

REPORTS TO: Head Chef / Food Service Manager

DIRECT REPORTS (FTE): College Kitchen Staff

1. STRATEGIC DIRECTION:

Through its diverse but integrated divisions and offices, the Operations Group is united in its purpose of achieving the University Vision of having an international reputation for excellence by enabling our Students and Academic, Research and Service Partner Divisions to achieve their strategic goals. Further, through the expertise, advice and services offered, the Operations Group of Divisions and Offices directly influence and provide outstanding campuses and student experiences.

2. PRIME FUNCTION:

The Senior Chef is responsible for providing an appropriate food service in an efficient and effective manner and within budget constraints. They will follow appropriate standards, legislature and policies, in particular risk, Food Safety, health and safety and fiscal prudence. They will contribute to the division by being part of the wider team of food industry specialist that will support the organisations continuing service development.

3. KEY RELATIONSHIPS:

Internal: University Union General Manager
Head Chef
Head of College
Kitchen Staff
College Administration Staff
College Residents
Other Divisional staff

External: Contracted Suppliers

4. QUALIFICATIONS AND EXPERIENCE

Qualifications:

- Fully qualified chef (City of London Guilds 706/1, /2, or equivalent), with previous Chef experience of 5 years+ in large scale catering operations.
- Food Handling 167/168/169.
- Current Drivers Licence

Skills:

- Demonstrated leadership qualities with the ability to obtain a high level of competency and teamwork.
- The ability to work effectively and professionally;
- Committed to continuous improvement, always looking at what and how services are delivered to see if results are achieved in the most efficient and effective way

Experience:

Mandatory

- Have an excellent knowledge on food development, trends and service.
- Demonstrated ability to develop and maintain effective networks and key relationships;
- Experience in the supervision of kitchen staff;
- Experience working within hospitality services;
- Demonstrated ability to achieve a high level of competency and teamwork;
- Ability to work independently and work flexible hours;
- Ability to organise and prioritise an unpredictable working day;

5. POSITION SPECIFIC ACCOUNTABILITIES:

Key Areas	Accountabilities and Actions
Operational Tasks	○ Ensure the delivery of high quality, varied, and nutritious meals, taking into account any special dietary needs. ○ Be responsible for production and the delivery of food to the College and served in a timely manner, and the service meets with the agreed standards. ○ Ensure that all food service practices meet food safety requirements. ○ Ensure that correct catering procedures are instituted and followed, using Jamix (Food Software) in recipe development and production management. ○ Ensure that correct procedures are instituted and followed in portion and quality control, temperature control, food presentation and the control of food usage and wastage. ○ Ensure that all kitchen practices meet health and safety requirements. ○ Report any kitchen equipment and maintenance issues to the Food Service Manager/Head Chef; ○ Monitor and improve systems, methods, and the quality of services provided by College food service staff;
Human Resources	○ Keep the Food Service Manager/Head Chef up-to-date with human resources issues, including staffing levels. ○ Ensure all staff have the appropriate level of personal grooming and correct uniform attire.
Communications and Relationship Management	○ Manage all relationships to promote the desired image of the Campus and Collegiate Life Services Division; ○ A professional attitude is to be projected at all times; ○ Foster excellent communication with the College staff and residents; ○ Liaise regularly with the Food Service Manager/Head Chef on developments and achievements;

APPENDIX 1: Behavioural Accountabilities and Actions for Managers and Leaders within Operations

1. Personal
Behaviour and Role ○ Adheres to organisational values, policies and guidelines, and consistently role-models these in behaviour; ○ Translates the University's mission, strategy and goals into professional practices, decision making and actions; ○ Ensures clarity and understanding of tasks and responsibilities of the position; and is accountable for the quality of individual work, performance and behaviour; ○ Proactively contributes to team/ unit/ department/ division in achieving relevant goals and divisional priorities; ○ Ensures document management practises are aligned with University guidelines and compliance.
Quality Management Ensures that teams and individuals proactively identify ways to improve service provision, and apply quality planning, assurance, and control to the delivery of services.
Risk Management Ensures that teams and individuals identify, report and manage risks in accordance with University Frameworks (operational, project and health and safety). This position makes ethical decisions in achieving organisational goals.
Continuous improvement ○ Recognises inefficiencies or skill gaps and raises these with manager; ○ Values continual improvement and looks for opportunities to learn and increase effectiveness; ○ Accepts feedback constructively, and utilises this to improve performance.
Reputation and Representation ○ Represents the Division and the University of Otago, championing all that is great about working here; ○ Represents Division and the Operations Group, attending meetings and functions internal and external to the University. This may require travelling to and from principal place of work via other venues and campuses of the University during and outside normal working hours.
Student experiences and Outstanding Campus Environment Acts in a professional manner which consistently contributes positively to the outstanding student experiences and a professional collegial workplace; and has these expectations of direct reports.

2. People / Team Accountabilities
Team performance and HR management ○ Ensures a safe, supportive environment for staff, develops a team culture consistent with the Division's vision and philosophy of a customer centric, performance focussed, progressive, professional and well planned service; ○ Recruits and manages staff in accordance with University policies an guidelines and good employer practices; ○ Ensures individual personal development activities for staff are relevant and appropriate; ○ Promotes a customer focused service, where customer liaison and communication is encouraged and staff endeavour to meet customer needs and requests; ○ Monitors direct reports to ensure specific objectives are met through regular review of outputs, performance appraisal, appropriate support, and coaching; addresses any performance issues in a proactively appropriate manner to ensure minimal negative impact on the team or service provision.
Health and Safety Management ○ Facilitates the establishment of a progressive and inclusive divisional culture which seeks to ensure a safe and health work environment and student experience; ○ Appropriately addresses workplace health and safety concerns, applying appropriate systems, policies, and procedures to all work activity; and works collaboratively with Health and Safety staff and representatives as required.

Engaging Stakeholders

- Demonstrates leadership in developing effective relationships with stakeholders, and ensures the same of staff;
- Ensures the team is responsive to, and establishes effective professional partnerships with, University stakeholders and relevant external organisations/client groups;
- Ensures the team consults and communicates in a proactive, professional and inclusive manner.

3. Service Delivery Accountabilities

Strategic Planning and Alignment

- Ensures clear specific annual action plans for all activities including those that are being cascaded or delegated to others, and longer term plans as appropriate;
- Contributes to and approves performance objectives and development plans for direct reports;
- Develops and monitors policies, procedures and frameworks as appropriate.

Operational Planning and Execution

- Actively manages budget, resources, and assets, managing leave requirements/liabilities for team/unit;
- Represents the Division or the University at relevant committees (internal and external), retaining ultimate decision making authority in relation to direct reports; whilst at the same time fostering a collaborative working environment;
- Proactively contributes to collaborative decision making and facilitating a professional working environment that sustains capability and represents good financial stewardship.

Responding to Business Data

- Effectively reports on business measures associated with areas of responsibility, including performance of unit;
- Analyses data and makes sound business decisions based on data and evidence;
- Provides information as required to Senior Managers e.g management reports, strategic advice, business cases, capital requests, and special reports/papers.