

POSITION DESCRIPTION

Head Chef

- Division: Food - Hospitality
- § Location: Vbase
- Reporting to: Vbase Executive Chefs

PURPOSE OF THE POSITION

The purpose of the position of Head Chef is to ensure that the highest possible standard is set and observed in purchasing, planning, preparation and presentation in relation to food items served in all Vbase Venues.

POSITION IN ORGANISATION

The job-holder operates as part of the Hospitality Team (other stadium venues in New Zealand and Australia).

DIMENSIONS

1. Direct Reports: All kitchen personnel operating in Vbase Kitchens
2. Cost centre annual turnover \$Unknown
3. Key Internal Relationships: Executive Chefs, Executive Sous Chef and kitchen team
Corporate Manager
Front of House Supervisors, floor staff
4. External Relationships: Venue hirers
Hospitality organisations using the at events or for functions
5. Limits of Authority:
 - In conjunction with the Executive Chef-recruit, discipline and dismiss staff on site in accordance with Spotless procedures; no right to terminate without HR and Manager Involvement.
 - Performance management of direct reports – assess abilities, determine training needs, and provide coaching.



CORE COMPETENCIES

· Customer Service	· Work Standards – Quality Focused
· Quality Chef	· Self Awareness
· Communication – written & oral	· Adaptability
· Decision Making	· Time Management
· Working Together	· Logistics and Planning Focus
· Leading Teams – Provide Direction	· Compliance Focused

This role entails working in a challenging environment, often under pressure and having to deal with conflicting priorities to ensure the service is delivered in an efficient and effective manner.

The Head Chef position requires the individual to be action oriented and to plan, organise and prioritise their work to meet targets and deadlines. The person needs to possess energy and drive to push themselves and others for results and be determined to meet objectives and exceed goals.

KEY RESULT AREAS

Kitchen Management

- Communicate information, advice and guidance to the kitchen team to ensure delivery of corporate food services at functions and on event days.
- Ensure standards of service and quality are met. Work as part of the kitchen brigade to ensure efficiency and effectiveness of operations, including maintaining a high level of food quality output and presentation.
- Have an ongoing commitment to continuous quality improvement in all areas of service delivery.
- Keep product and brand offer up to date and in line with operational standards.
- Ensure the kitchen brigade meet Spotless' policies and procedures, including food safety management and occupational health & safety reporting.
- Ensure preparation lists are administered and production is achieved in order to reach function service goals through clear communication/daily briefings and pre-function briefings



- Ensure Staff communication is at a level where all staff understand their roles and responsibilities for the shift through a daily morning briefing.
- Ensure all prep lists are current and that all ordering is in line with the business needs in consultation with the Executive Chef and the Executive Sous Chef
- Ensure all BOH areas are kept in a clean and orderly manner by working with Sous Chefs to ensure compliance
- Ensure that staffing is at a level that meets production goals
- Ensure in conjunction with the executive sous chef that all produced food items are received to locations in a timely manner
- Ensure that a cohesive working atmosphere is maintained with motivated and engaged staff

Measure of Performance

- Feedback from function clients
- Annual performance review
- Conduction of bi monthly cleaning audits
- Survey results

Client Relationships and Customer Focus

- Build, develop and maintain a strong working relationship with Vbase Staff through open lines of communication.
- Ensure that the quality of service is continually enhanced and maintained at levels consistent or exceeding the expectation of our clients.

Measure of Performance

Survey forms from functions and events show increasing client satisfaction.

Financial Management and Administration

- Actively seek to increase revenue, monitor food and labour costs and implement cost management strategies in order to maximise financial returns.

Measure of Performance

Operating costs for the cost centre are within budget.

People Management

- With the assistance of the Executive Chef, help build, develop and maintain an effective kitchen team to meet business objectives for this area.



- Develop a positive work environment, provide direction and lead by example in promoting a customer service culture throughout the staff.
- Develop a positive culture within the kitchens

Measure of Performance

Meets target staff numbers for event days. All kitchen staff are trained in their positions. All Spotless HR policies are adhered to and disciplinary issues are dealt with in a timely manner.

Health & Safety and Compliance

- Attend Safety Leadership training. Follow the company principles for safe working practices:
 - All injuries can be prevented
 - Everyone is responsible for injury prevention
 - Working safely is a condition of employment
 - No site induction, no start
 - If it isn't safe, don't do it
 - All incidents are to be reported
- Monitor all aspects of operational performance to achieve compliance with legislation, company policies, procedures and standards, with particular focus on food safety compliance.

Measure of Performance

Compliance with company policies and legislation. Culture of safety on site.

QUALIFICATIONS/PROFESSIONAL EXPERIENCE

Relevant chef qualifications and experience in a similar position is required. The applicant will have excellent verbal and written communication skills, together with a strong knowledge of current food trends.

OTHER INFORMATION

This job description is not exhaustive. You may be required to complete alternative duties, as and when required, to ensure client and customer satisfaction.