Job Title: Sous Chef (Generic)

Department / Unit: Commercial Services

Grade: RHUL 5

Accountable to: Head Chef

Accountable for: Work of Chef de Parties, Chef de Parties, Trainee Chefs and Kitchen Porters

Purpose of the Post

Deputizing duties of the Head Chef in their absence from site.
To oversee the preparation and cooking of dishes for meals to be served for Counter service, Banquet and Fine Dining. Food must be well balanced, seasoned correctly and be presented at a very high standard.

To supervise the food prepared on shift to ensure it is delivered to a high standard.

Key Tasks

Role Specifics

- To work in the kitchen managing and responsible for the preparation and cooking of food in line with the menus set and ensure that the taste and presentation of all food delivers a wow factor to customers.
- To take responsibility for quality of food produced.
- To work effectively without supervision and supervise Chef de Parties / Apprentices / Trainee Chefs and kitchen Porters when necessary.

Day to Day Supervision

- To fully manage the kitchen to produce and deliver quality food on the counter at the required times for counter /Banquet service.
- To allocate duties to staff as required and ensure they are aware of these and complete them to the standard required.
- To efficiently ensure the kitchen is organised and delivers the daily work schedule within the time allocated
- To prioritize to ensure important and urgent tasks are completed within their deadline and delegate where necessary.
- Monitor portion numbers, control food wastage on site and take appropriate action as required.
### Operational
- To ensure that all food produced by the recipe and has been tasted by yourself or counter tasted by a colleague, adjusting to correct levels prior to being delivered to the counter.
- To take responsibility for forward planning preparation as guided by line manager.
- To liaise with other chefs to ensure effective communication is established and maintained so that innovative ideas are shared and benefits are widely spread.

### Financial
- Check that all supplies are at the specified quality and not breaching purchasing policy as outlined by Purchasing
- To ensure appropriate stocks of food are maintained, controlled, secured and that stock takes are carried out in line with college procedures.
- To engage in preparation and cooking of food whilst ensuring wastage is reduced to a minimum.

### Legislative/Compliance
- To comply with all H&S legislation and procedures including but not limited to College HACCP systems and COSHH regulations.
- To ensure all work and store areas and equipment under your control are clean, tidy and comply with food safety, health and hygiene.
- To be responsible for your own Health and Safety and for those around you, demonstrating safe manual handling techniques at all times.
- To report and follow up on the maintenance of equipment to ensure the smooth running of the operation at all times.
- To treat everyone fairly, working according to the principles of equal opportunity as outlined the Employee Handbook.
- To attend training sessions as scheduled.

### Customer Focus
- To maintain positive and enthusiastic communication with customers, colleagues and managers within yours and other units.
- To understand your colleague’s roles and responsibilities and co-operate with them with customer focus at the core of your actions.
- To promptly report any complaints to the Head Chef / Manager.
- Ensure that staff meetings in the Head Chefs absence are held on a regular basis, so that all company policies and procedures and communicated effectively.
- To attend Management meetings when required.
- Identify the training needs of staff and carry out the relevant training in new procedures, methods of working or use of new equipment and cleaning products.
- Maintain standards of performance and liaise with your line Manager on any disciplinary or grievance matters.

### Administration
- To assist and complete food ordering with the Head Chef for areas of the business that the kitchen caters for.
- To ensure accurate completion of Section Cleaning Schedules, Temperature Records and Kitchen Control Sheet as required. All administration will be completed either manually or using a computer.
- Compile and implement staff work and duties rota
- Record staff time-keeping and complete weekly timesheets
- Attend to all queries / problems from staff on time sheets, sickness forms, accident report forms etc in a timely fashion
- Induct all new staff including relief staff as per induction checklist
- To organise and cost in advance the catering provisions for special functions as required by the client in conjunction with the Head Chef and Executive Chef
- Ensure that training records are signed and maintained

### Demands of the Role

Ensure compliance with college policies and procedures:
- To be aware of College and Departmental Values and Objectives and support their achievement.
- To familiarize yourself with all college policies and procedures and to ensure they are being adhered to on a daily basis.
- To ensure that the correct financial procedures are followed as laid down by college finance.

Ensure the requirements of the Staff College Handbook are fulfilled at all times:
- To promote a smart and professional image of the College at all times especially when in front of customers including wearing the uniform issued to you and maintaining a high standard of personal hygiene.
- To be willing to work in excess of usual working hours when the balance of the company's work or allocated responsibilities requires this. We do not expect excessive working hours, rather we require flexibility when there is a clear benefit to the Organisation.
- To continuously seek to improve performance by learning and developing new skills and keeping up to date with latest developments in the sector.
- To be physically fit and healthy to be able to perform in this post.

### Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

### Internal and external relationships

The following list is not exhaustive but the post holder will be required to liaise with:

- Front of house Manager and staff
- Conference Team
- Commercial Services Maintenance Team
- Health and Safety Team
- Student Union Representatives
<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Sous Chef (Kitchen Specific)</th>
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</thead>
<tbody>
<tr>
<td>Department / Unit:</td>
<td>Hub Kitchen</td>
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</tbody>
</table>
| **Operational** | The Hub is open seven days a week and you will be required to work Five days from seven for the following operational periods:  
College Student Term Calendar  
College Open Days throughout the year  
Easter and Summer Language Schools |
| **Services Provided** | **College Student Term Calendar**  
The hub provides International Concept style food offers which is very individual to the customer. Service from counters from:  
**Monday to Friday**  
Lunch – 11.30am – 2.30pm  
Dinner – 5pm – 7.30pm  
**Weekends**  
Lunch – 11.30am – 2.30pm  
Dinner – 5pm – 7.30pm  
Times may vary subject to agreed services with the college  
The Hub provides Hospitality Buffet menus to lower half of Campus |
| **Language Schools** | To produce and serve an agreed menu for the client for the following services which  
Breakfast – 7am – 9am  
Lunch – 11.30am – 2.30pm  
Dinner – 5pm – 7.30pm  
Times may vary subject to agreements with the clients |
| **Shifts** | General Shift Patterns in the Hub are  
**Monday to Friday**  
7am – 3pm  
12pm – 8pm  
**Weekends**  
7am – 3pm  
12pm – 8pm  
These times may vary according to the needs of the business according to the college |
| Department / Unit: | Hub Kitchen - Street Food Van |
| **Operational** | In the Absence of the Head Chef you will manage this service offer |
| **Services Provided** | **College Student Term Calendar**  
The Van provides International Street food style offers. Service from the Van from:  
**Monday to Friday – Founders Square**  
Breakfast – 8am – 10am  
Lunch 11.30am – 2.30pm  
Times may vary subject to agreed services with the college |
<table>
<thead>
<tr>
<th>Department / Unit:</th>
<th>Founders Kitchen</th>
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<tbody>
<tr>
<td><strong>Operational</strong></td>
<td>Founders is open five days a week and you will be required to work an occasional weekend for the following operational periods, depending on college business. College Student Term Calendar. College Open Days throughout the year Conference/Wedding season.</td>
</tr>
</tbody>
</table>
| **Services Provided** | **College Student Term Calendar**  
Founders provides a Home from Home food offer which is served from the counters from:  
**Monday to Friday**  
Lunch – 11.30am – 2.30pm  
Dinner – 5pm – 7.30pm  
Times may vary subject to agreed services with the college.  
Founders provides Hospitality Buffet menus to the upper half of Campus  
**SCR**  
Provides a Home from Home style food for mainly academic staff served from the counter from:  
**Monday – Friday**  
Lunch - 11.30am – 2pm  
**Crosslands**  
Crosslands provides bar type food and grab & go type food. Which is served from the counters from:  
**Monday – Friday**  
Breakfast – 8am – 10.30am  
Lunch – 11.30am – 3pm |
| **Shifts**        | General Shift Patterns for Founders are:  
**Monday to Friday**  
7am – 3pm  
10am – 6pm  
12pm – 8pm  
These times may vary according to the needs of the business according to the college |
<table>
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<tr>
<th>Department / Unit:</th>
<th>Kingswood Kitchen</th>
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<tr>
<td><strong>Operational</strong></td>
<td>Kingswood is open seven days a week and you will be required to work Five days from seven for the following operational periods: College Student Term Calendar College Open Days throughout the year Summer Language Schools</td>
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</tbody>
</table>
| **Services Provided** | **College Student Term Calendar**  
Kingswood provides a Home from Home food offer which is served from the counters from: **Monday to Friday**  
Breakfast – 7.30am – 10.30am  
Lunch – 11.30am – 4pm  
Dinner – 6pm – 7.30pm  
**Weekends**  
Brunch – 11.30am – 2.30pm  
Dinner – 6pm – 7.30pm  
Times may vary subject to agreed services with the college  
Kingswood provides hospitality buffet menus for The Blue Room. **Language Schools**  
To produce and serve an agreed menu for the client for the following services which  
Breakfast – 7am – 9am  
Lunch – 11.30am – 2.30pm  
Dinner – 5pm – 7.30pm  
Times may vary subject to agreements with the clients |
| **Shifts** | General Shift Patterns in Kingswood are: **Monday to Friday**  
7am – 3pm  
12pm – 8pm  
**Weekends**  
10am – 8pm  
These times may vary according to the needs of the business according to the college |