

Sous Chef - Food Production

Location: Bracknell/ Aylesford	Profession: Hospitality & Food Service
Reports to: Team Manager, Food Production	
People Management: N/A Assignment Management: Chef's - Food Production, Hospitality Assistants	
Job description (critical purpose) • Be an exemplary operator, ensuring menus are delivered to the highest possible standard, on time and within cost parameters, including compliance and risk management. • To lead the team, who you task manage, to support the Hospitality & Food Service team in the delivery of the highest possible operational standards. • Contribute to the growth and efficiency of the Hospitality & Food Service profession. • Stretch your influence to act as part of the overall service delivery team for Head Office Facilities Through your Profession you will have the opportunity to develop and stretch personally and professionally to achieve your potential. The Partnership supports agile and flexible working practices, such as when, where and how we work. We have several different ways to work flexibly, including part-time, flexible or compressed hours, and job sharing. Head office areas also support a blended working approach. We celebrate diversity and inclusion in the John Lewis Partnership and we are committed to becoming the UK's most inclusive business, reflecting and connecting with the diverse communities that we serve.	
Primary Outcomes & Accountabilities Act in accordance with the Partnership's purpose and democratic principles, constructively participating in co-ownership, and demonstrating to customers and each other that it is a better way of doing business. Share your knowledge, experiences, ideas and opinion to improve the Partnership, speaking honestly and frequently. Invest in your personal and professional development to achieve your potential, by doing more, doing better, or doing different. Continuously engage with and actively contribute to your Profession Take responsibility for actively engaging with change Lead Partners within multi-disciplinary and matrix teams to achieve and deliver work, in line with business outcomes and with the voice of the customer at the heart of decision making. Support all Partners to realise their potential aligning joint expectations and goals with what has been agreed with the people manager.	Measures of success • Engagement in democratic process, • Personal PDP in place with stretching objectives. • Responsive to matrix functional service requirements clearly set and meeting overall campus support requirements with positive relationships • Ensure there is a spirit of support and collaborative cooperation across the campuses
Customer / Financial/ Commercial • Producing food to the highest standards and quality within budgetary	• Menus deliver nutritional and cost requirements of the Food & Hospitality

requirements. • Make a creative contribution to menu and proposition development. • Lead the food preparation process in a kitchen ensuring the highest standards are maintained. • Managing and working closely with other Chefs of all levels • Responsible for ensuring the kitchens meet all regulations including the highest standards of food safety and hygiene legislation as well as industry best practices • Ensure the administration of Food preparation is accurately recorded to management information and food safety requirements.	strategy • Production cost expectations met and targets exceeded • Operational setup meets the requirements of the profession. • Customer feedback on services • Contribution to the annual business plan in place • Health and Allergen information recorded accurately and without incident
Partner • Act as an exemplar operator leading and coaching those around you to success • Develop self and team's capability and capacity to create career and succession strength • Recognise, celebrate, and reward individual and team success and support democratic vitality • Ensure consistent approach when managing performance. • Establish and build effective relationships with stakeholders, gaining customer feedback to drive continuous improvement • Deliver and promote healthy and balanced food information so Partners act as ambassadors.	• Evidence of supporting Team development plans with challenging and measurable outcomes • Coordinate and encourage feedback within the democratic framework • Support the calibration of ARP's • Clear development plan to support health and nutrition leadership • Supporting the training and development of the team through exemplar role modelling and coaching.
Compliance & Risk Management • Ensure full compliance with JLP Catering policies and legislation • Ensure full compliance with Health and Safety Regulations • Carry out due diligence tasks and keep accurate due diligence checks and records	• Evidence of continuous learning & development • Food Safety Audit Scores
Supporting Head Office Life • Play a supporting role in the development of holistic, coordinated support services across the campus seeking and giving advice with the Facilities team as required. • Play a vital role in the recovery of the business in case of service failure or other situation providing assistance where required to recover the campus.	• Goes above and beyond the remit of role in delivery of a holistic campus proposition. • Understands why it is important to have flexibility within the team and easily adapts to the changing needs of the campus needs. • Incidents supported and process followed.

Skills	
Customer Centricity	Puts every customer, both internal and external, at the heart of everything, and understands the Partnership ambition to offer differentiated service that is aligned to our Values. Understands that they are empowered to deliver incredible service

	for every type of customer with whom they interact and acts on this every time in every environment.
Matrix Management	Understands how to get things done in a matrix or dotted line management structure in which some Partners report to more than one manager or leader and in some cases peers.
Agile Leadership	Appreciates and embraces change, addressing ambiguous or uncertain situations directly; easily adapts to changing circumstances/demands and helps others to accept the unknown.
Empowering others through delegation	Shares own vision with others in a compelling way to enable an environment of stretch and challenge balanced with support so they can act and deliver success for you with freedom and without micromanagement
Inclusivity	Understands and embraces individuality and all cultural differences to create and contribute to a respectful and inclusive workplace, both in own team and in all dealings with fellow Partners.

The six Assessment Criteria for Resourcing most relevant to this role are:

- Customer & Performance Focus
- Empowered Partner
- Planning & Delivering Excellence
- Collaborating & Supporting
- Unlocking Potential
- Communicating & Influencing

Qualifications & Experience**Essential**

Good Basic Education - GCSE's - A Levels or Vocational equivalents

Intermediate Food Hygiene Certificate. - Level 2

Recognised Food Production Certificate. City & Guilds 706 1 & 2 or equivalent

Operational experience in PDRs, canteens or hospitality at a supervisory level

Desirable

Working towards Advanced Food Hygiene Certificate - Level 3

Version	Created/updated by	Date
V0.1	Andy Smith	26/01/21

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