

JOB TITLE: SOUS CHEF

REPORTS TO: HEAD CHEF

PURPOSE OF THE JOB:

The role of Sous Chef is vital in ensuring the continued success of Phoenix cafe bar and catering for events. Working alongside the Head Chef, you will set the highest professional standards in developing and delivering quality fresh cooked food at Phoenix.

Phoenix hosts a variety of events and attracts a diverse audience for its popular programme of world cinema, digital arts, courses and community events in Leicester's Cultural Quarter. Our film programme shows the best films from around the world alongside the work of local film makers, as well as international theatre, ballet and music streamed live by satellite to Phoenix. Businesses and community organisations enjoy the contemporary environment for conferencing, training, networking and social events.

Engagement with our programme continues to grow, with over 200,000 people connecting last year and many more using the cafe bar which has become a hub for many who live and work in the city. 97% of our customers say they would recommend us.

The cafe is a growing business, with developing reputation within Leicester's Cultural Quarter. The cafe provides fresh cooked, (much locally sourced) cafe style food to cinema audiences, business clients, local residents and the general public. The cafe also provides catering for bespoke events and conferences.

The role of Sous Chef is responsible for ensuring personal professional standards whilst on shift, in the delivery of:

- High quality, consistently attractive, fresh food reaching Phoenix customers
- A safe, clean and hygienic working environment
- Leading the kitchen effectively in the absence of the Head Chef
- Training and guidance for other Chefs to deliver dishes and improve their skills in all areas of the kitchen and food preparation
- Maintaining a strong, communicative relationship with the serving team
- Adherence to all company Health and Safety procedures and policies
- Adherence to all the National Food Standards Agency and HACCAP regulations and legalities

MAIN DUTIES:

- The consistent delivery of quality dishes, working within prescribed portion control.
- To efficiently run the kitchen to the standards required.
- Ensuring that all stock is controlled; rotated, dated and stored correctly at all times.
- Ensuring that all due diligence and compliance paperwork is completed fully.
- Maintaining detailed knowledge of the menu and being able to explain dish descriptions and offer suitable alternatives when required.
- Contributing to the seasonal and developmental changes to the main menus.
- To contribute to and develop specials, ensuring accurate descriptions are displayed on the specials boards.
- Training other Chefs to deliver dishes, improve food preparation skills and kitchen hygiene controls.

- Ensuring that deliveries received are accurate to the delivery note/invoice and that all products are fresh.
- Communicate effectively and professionally with the front of house staff to deliver excellent customer service.
- Adhering to and contributing to the development of current policies and working practises currently in place within Phoenix kitchen.
- Dealing with customer queries or complaints in a calm and professional manner, ensuring a satisfied customer experience is ultimately achieved.
- If required, meet customers to explore bespoke menu requirements for special events or bookings.

Health and Safety

- Working with the Head Chef to ensure all legalities and regulations, including Health and Safety, HACCAP and National Foods Agency, are adhered too at all times.
- To immediately report any situations or occurrences that hinder achieving the above.
- Ensuring that all storage, fridges, freezers and stock rooms are kept in order and are consistently clean.
- To adhere to all emergency procedures in place at Phoenix.
- To inform the Assistant Operations Manager on duty of any accidents or injuries.
- Monitoring sanitation practices, ensuring colleagues are aware of hazardous materials and are abiding by COSHH regulations.
- To undertake training in fire evacuation and health and safety as required.
- Ensuring that all waste products and materials are disposed of appropriately and quickly, ensuring that no packaging accumulates whilst on shift.

Enthusiasm and Attitude

- Enthusiasm and ability to develop personally in the role, learning through personal practice as well as from colleagues, partners and other sources.
- Commitment to providing the best possible customer experience through the professional delivery of the role
- Flexible approach to working times and hours to suit the need of the business.
- Commitment to the team and flexibility to work additional hours to ensure all shifts are covered between the Chefs at all times.
- To participate in other training as required.
- Where appropriate, to undertake the above duties at Phoenix promotions and co-promotions in external venues.
- To undertake any other duties that may be reasonably expected.
- To attend staff and departmental meetings.
- To act as advocate for Phoenix.

Qualifications, Skills, Knowledge & Personal Qualities

Requirements	Essential	Desirable
Qualifications & Training	<ul style="list-style-type: none"> Level one Food Hygiene Certificate undertaken with industry recognised organisation Prepared to undertake further training if required 	<ul style="list-style-type: none"> Level two Food Hygiene Certificate
Experience & Achievement	<ul style="list-style-type: none"> Experience in a commercial kitchen working with freshly prepared food Understanding of customer care Proven experience working under the direction of a Head Chef Experience of receiving and checking deliveries 	<ul style="list-style-type: none"> Experience of creating menus Experience of costing dishes
Specific Skills & Knowledge	<ul style="list-style-type: none"> Good working knowledge of HACCP, COSHH & general relevant Health and Safety A skilled chef with the ability to prepare and cook multiple dishes consistently 	<ul style="list-style-type: none"> Understanding of achieving financial goals Recognise diverse dietary requirements and offer alternatives
Motivation & Personal Communication	<ul style="list-style-type: none"> A passion for cooking freshly prepared food Able to communicate with all levels of staff and customers Capable of working on own initiative Ability to work as part of a team 	
Other	<ul style="list-style-type: none"> Enthusiasm & ability to develop in the role, learning through personal practice & from colleagues and other sources. Flexible approach to working times and hours to suit business needs, including Bank Holidays Will be required to wear uniform 	<ul style="list-style-type: none"> Available for duties out of normal working hours