

Role and person profile

Post title:	Assistant Chef	Location:	Guildford/Manchester
Division:	Finance and Corporate Services	Department:	Facilities Management Services
Responsible to:	Managing Chef (M) Supervising Chef (G)	Responsible for:	n/a
Scale:	3	Cornerstone behaviours level:	Performer
Post no:	3876, 3877, 3878, 3879		

Section 1 – Accountabilities

Main role purpose:

Provision of a hospitality and catering service for staff and visitors through the creation, presentation and delivery of meals, working with the Managing Chef/Supervising Chef and a team of Catering Assistants, ensuring a high quality, convenient, flexible, value for money and customer focussed and compliant service is provided at the site.

Key result areas:

Key result areas	Outcomes
Customer (external or internal)	Establishes effective customer service for all internal and external customers; ensuring productive and collaborative working relationships are formed to help maximise AQA's ability to meet its strategic objectives.
	Works with the Managing/Supervising Chef in the development of menus and recipes which are varied and reviewed on a regular basis to refresh the provision and to cater for special dietary requirements.
	Prepare and cook meals to an excellent standard, keeping the end customer in mind to ensure excellent products and satisfied customers every time.
	Drives a positive environment and promotes the services of the catering function. Proactively manages internal and external customer queries, when necessary, escalating where appropriate, in order to ensure that customers' expectations are managed effectively and that all queries are followed up in a timely and efficient manner, delivering excellent customer experience at all times.
	Demonstrates commercial flexibility by undertaking other responsibilities which are of a commensurate level as business needs change.
Finance	Careful ordering of stock, ensuring that waste is kept to a minimum and that stock is ordered in a timely and accurate manner and in line with budgetary constraints.
	Develop menus and recipes within budgetary constraints.
Internal processes	Adheres to food safety guidelines with special attention to the handling of all perishable foods, cleaning of all food preparation areas and any other areas to ensure full compliance and minimise any risks of customer complaints.

	Ensure that the AQA guidelines for the management of waste and recyclables is adhered to ensuring compliance at all times.
	Promote and comply with monitor food hygiene and safety standards to ensure full compliance with Food Safety Regulations.
	Complete all documentation relating to HACCC as and when required and carry out risk assessments and take appropriate action as and when required.
	Maintenance of kitchen equipment, reporting any defects to the Managing/Supervising Chef and logging issues with the Service Desk in a timely manner to minimise delays in service and standards.
	Preparation of food including chilled and packaged goods as well as the preparation and cooking of hot food, ensuring care and attention to the processes in place.
	Assists in the design and review of food hygiene and health & safety systems relevant to the catering service provision/kitchen environment and legal regulation, ensuring a safe and compliant function.
	Ensures the timely management of the replenishment of stock to ensure that the catering function/kitchen runs to its maximum potential at all times.
	To assist in the review and improvement of the processes and procedures operating within the team, to maximise the efficiency and performance of the team.
	Assist with the efficient and accurate management of cash, items and stock, ensuring the security of the items at all times and reporting any issues in a timely manner, escalating where appropriate.
	Ensures AQA is safe and legally compliant by applying AQA's policies and other legislative requirements including but not limited to HSE, Equal Opportunities and ISMS.
People and culture	Demonstrates a positive, enthusiastic, committed and flexible attitude towards customers and fellow team members to help ensure a 'great place to work'.
	Offers support and guidance to members of the Catering Team, where necessary, in order to ensure that performance standards are adhered to.
	Supports and inspires peers and other team members to deliver high levels of performance by modelling corporate behaviours.
	Deputises for the Managing/Supervising Chef, where appropriate and assists in the deployment and development of the catering assistants to achieve optimum individual/team performance, agreed targets and deadlines.

Section 2 – Key relationships

Key internal relationships:

- Colleagues from across the business, including other AQA sites

Key external relationships:

- Visitors of AQA colleagues

Section 3 – Person profile

Knowledge	Assessment
Sound and up-to-date working knowledge of the catering industry including Food Safety and Food Hygiene	A/I
Stock control systems	A/I
Menu Planning and current trends in catering provision	A/I
Qualification	
Level 3 in Catering and Hospitality (or related subject)	A
Basic Food Hygiene Certificate	A
Food Safety Level 2 (Chartered Institute of Environmental Health - CIEH)	A
Skills	
Good organisational skills	A/I/P
Excellent communication skills, both oral and written	A/I/P
Excellent customer service	I/P
Menu planning and ingredients	A/I/P
Cooking and hot food preparation	A/I/P
Team player - able to work with in partnership with Catering team	I/P
Guidance to the catering assistants	I/P
Ability to work to specific and varying deadlines	I/P
Ability to resolve problems and adapt to change	I/P
Promote and demonstrate customer focus and service	I/P
Maintain constructive links with other teams and work collaboratively to deliver targets	I/P
Receive feedback and learn from mistakes for continuous self-development	I/P
Behaviours	
Communication	I/P
Flexibility	I/P
Customer focused	I/P
Personal contribution	I/P
Continuous excellence	I/P
Experience	
Experience of working in the catering industry	A/I/P
Experience of menu planning, housekeeping and stock control	A/I/P
Experience of working to budgets and stock control systems	A/I/P

AQA's Behaviour Framework which is assessed through the selection/probation process

Assessment key (criteria to be assessed at the selection stage)

A – application (it is **essential** to provide evidence on application for shortlisting purposes)

I - interview

T – test (or work sample)

P – probation