



## ROLE PROFILE

JOB TITLE	Chef Supervisor
LINE MANAGER	Chef Manager
RESPONSIBLE FOR	Chefs, Kitchen Porters,, Catering Apprentices
PURPOSE OF JOB	To lead and supervise a team of staff who will cook high quality food for serving to customers in line with company standards and professional training, ensuring high standards of hygiene, quality, presentation and timeliness.

## KEY AREAS OF RESPONSIBILITY

### Operations

1. To supervise and lead catering activities under the direction of the Head Chef/ Catering Operations Manager.
2. To ensure food service provision is carried out in accordance with all aspects of the Somerset Larder Food Safety & Quality Management System's and any relevant legislation
3. To ensure all food is produced on time to the required quality standards.
4. To prepare and serve food at additional functions.
5. To assist the Head Chef/Unit Manager in planning menu's and food provision in the most efficient manner, taking into account any equipment, cross contamination or allergen constraints, to meet customer orders.
6. To ensure catering service effectiveness, ensuring waste minimised, and write offs within agreed limits, in accordance of the cost plan.
7. To be involved in the development and implementation of new products, packaging, methods and equipment, within the ethos of minimising waste and sustainability.
8. To organise the ordering of all raw materials, packaging, consumables and cleaning chemicals as and when required.
9. To ensure all incoming raw materials and packaging when delivered is in accordance with specifications and is stored in the correct areas of the site.
10. To carry out specific food service tasks as required.
11. To oversee compliance with, but not limited to meals policy, portions sizes and marketing plans.

### Management

1. To lead, motivate, supervise and nurture an operational catering team.
2. To organise, deliver or facilitate staff training, induction and update training and grow positive teams filled with pride.
3. To design and deliver Toolbox Talks to staff and nurture growth.
4. To draft, support and implement staff roster and check schedules on Deputy as required.
5. To assist and support management and submit the monthly staff roster on Deputy to ensure seamless and relentless supply to customer/client.
6. To assist the Head Chef/Unit Manager in the preparation of the relevant aspects of budgets.
7. To engage in interviews for new staff colleagues.
8. To substitute and cover for Chef Manager during absences.

9. To complete and draft 1<sup>st</sup> line appraisals and quarterly review of staff performance and implement continuous improvement plans based on appraisals and behaviours framework.
10. To participate in ongoing professional development and training that may include off-site and occasionally overnight travel, to support personal, team or company growth.
11. To participate in supervisors' meetings and disseminate the minutes and information accordingly.

### **Health, Safety and Hygiene**

1. To ensure all kitchen facilities and all equipment are cleaned in accordance with the prescribed method and to the correct schedule.
2. To ensure all work is carried out in accordance with relevant Health and Safety legislation and Codes of Practice, together with any specific on-site requirements of key customers.
3. To ensure all traceability requirements are fully complied with.
4. To embrace zero waste, environmental and sustainability in all areas of working life.

### **Communication and Record Keeping**

1. To advise relevant managers of all planned maintenance required or carried out and any repairs following unplanned breakdowns.
2. To ensure all quality records are completed accurately and on time.
3. In the event of a complaint or issue being identified, to assist in investigations of the cause and recommend/implement appropriate corrective action including providing guidance or Toolbox Talks.
4. To complete a trend analysis of customer complaints, in conjunction with other managers and suggest improvements to improve the customer experience.

### **Additionally**

1. To undertake project work or other tasks as requested by the Chef Manager and Unit Manager.
2. To drive and support a zero harm culture.
3. To adopt and Champion the Supervisor Charter.
4. To embrace and adopt Client/project values and Somerset Larder's Values of Togetherness, Nurture, Pride and Planet.
5. To complete any other reasonable duties.

## COLLEAGUE PROFILE

Larder Values	Pre-requisite Characteristics	Enhancing Qualities
Togetherness	Conscientious and supportive to colleagues	Kind and respectful
Togetherness	Clear verbal and written communicator	
Togetherness	Flexible approach to working hours/days	
Nurture	Food Safety Level 2 (or able to achieve on appointment)	Health & Safety level 2
Nurture	Experienced through life or education	General education qualifications
Nurture	Helpful and supportive to others	Driving licence
Nurture	Adaptable, flexible to changes and new practices	Numerate
Pride	Catering/kitchen experience to chef level or equivalent	Variety of chef roles
Pride	Knowledge of food safety management (FSM) /HACCP systems operation	Experience of FSM/ HACCP
Pride	A can-do approach	Able to work independently
Pride	Honest and trustworthy	
Pride	Able to work well in demanding situations and against time pressures	
Planet	Able to minimise wasteful practices	IT/digital abilities
Planet	Hygienic approach and manner	
Planet	Committed to zero harm and sustainable practices	

At Somerset Larder, our Values have been set by our staff. Our Values exist for the good of our working lives and company performance. Our Values are:

- **Togetherness** - *“Be a tractor not a trailer.”*
- **Nurture** - *“You grow, I grow, we grow.”*
- **Pride** - *“We can and we will”*
- **Planet** - *“We’re part of a bigger picture”*

The company recognises most people will demonstrate the company values consistently and within the vision of “Nourishing the Community”.