

## Junior Sous Chef

Band: 5

Responsible to: Head Chef and Sous Chef

Directly responsible for: Chefs, Kitchen Assistants, and Porters



### Our Vision and Mission

The Donkey Sanctuary is working for a world where donkeys and mules live free from suffering, and their contribution to humanity is fully valued. We will achieve this by transforming the quality of life for donkeys, mules and people worldwide through greater understanding, collaboration and support, and by promoting lasting, mutually life-enhancing relationships.

### Overall Purpose

You will make a visit to our restaurant an integral part of the visitor experience at The Donkey Sanctuary acting as an ambassador of all that we offer. Working with the Head Chef you will be able to translate The Donkey Sanctuary's core values into a successfully operating, team-focused kitchen where excellent and compassionate food quality exceeds customer's expectations and is delivered to this standard consistently without compromise. You will work with the team to create and maintain a happy working environment that helps transform the lives of donkeys and mules worldwide through the food you offer.

### Main Duties and Responsibilities

- Support the team to deliver exceptional food quality that embraces higher welfare standards and fully reflects our core values (of compassion, collaboration and creativity) at all times, to ensure that all dishes are delivered appropriately;
- Inspire and teach the Chefs and Kitchen Assistants to ensure that food quality exceeds customer's expectations at all times;
- Assist the team and help build future succession by developing, coaching and mentoring individual members, inspiring them and spreading your passion for food along the way;
- Work with the Head Chef and Sous Chef to ensure food quality is delivered with highest standards of food safety and all food hygiene procedures are maintained by the team as a whole;
- Collaborate with the kitchen team towards consistently achieving gross profit and report accurate food gross profit to the Head Chef and Sous Chef;
- Assist in the management, drive and motivate the Kitchen Team towards consistently achieving gross profit and report accurate;
- Assist the Head Chef to make sure all dishes are costed to achieve the agreed food cost %, through the effective management of food purchasing, wastage, stock control and production levels;
- Ensure all costs are controlled to the agreed levels and ensure any overspends are communicated appropriately;
- Responsible for ensuring that the food offer fully reflects our core values and always includes an appropriate balance of higher-welfare, vegetarian and vegan choices and caters for general covers as well as functions (including weddings and groups);
- Responsible for ensuring standards of cleaning are consistently excellent;
- Run the kitchen and manage the team in the absence of the Head Chef and Sous Chef;
- Assist in the positive marketing of the business and to be a part of the creative communications process;
- Carry out any other reasonable duty as may be required.

### Responsibilities of all Donkey Sanctuary Employees

- Act as an effective Ambassador for the Charity, demonstrating behaviour which supports the Charity's strategy and values and work in a way which promotes the standards described in the Competency & Standards Framework;
- To work within the Charities' guidelines with regard to conduct, recognising its policies with regard to equality, and showing respect and co-operation towards fellow colleagues;
- Under Health & Safety legislation, all staff must work in the safest possible way in order to ensure their Health & Safety and that of all others who may be affected by their actions;

- Demonstrate a commitment to continuing personal development;
- To co-operate with management and colleagues to promote good communications through sharing appropriate information and building positive working relationships;
- Contribute to making The Donkey Sanctuary a safer environment for vulnerable people (children & adults).

**Hours**

37.5 hours per week. This is a multi-site 7-day operation and there may be some requirement to work flexibly to meet the needs of the charity.

**Location**

Based at The Donkey Sanctuary, Sidmouth. There may be occasions when the post holder may be requested to work at another location considered reasonable by the Charity.

<b>Person Specification</b>
<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>▪ Substantial experience of working as a chef within the catering industry and relevant qualifications;</li> <li>▪ Food Hygiene level 2 certificate or above;</li> <li>▪ Demonstrates an excellent understanding of customer service;</li> <li>▪ Willing to undertake work related training as required, which includes the Donkey Sanctuary Diploma;</li> <li>▪ Competent IT skills;</li> <li>▪ Able to demonstrate the ability to make good decisions under pressure and deliver on deadlines;</li> <li>▪ Able to demonstrate excellent customer service skills; which includes experience of dealing with enquiries and complaints from supporters/members of the public;</li> <li>▪ Fluent in English;</li> <li>▪ Full valid driving licence.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>▪ Strategic planning and implementation skills;</li> <li>▪ Medical assistance skills.</li> </ul> <p><b>Personal Attributes:</b></p> <ul style="list-style-type: none"> <li>▪ Recognises the importance of customer service and strives to deliver high standards;</li> <li>▪ Maintains performance, professionalism and composure when under pressure;</li> <li>▪ Ability to work as part of a team;</li> <li>▪ Self-motivated with a flexible attitude;</li> <li>▪ A friendly and approachable personality;</li> <li>▪ Able to demonstrate the ability to establish, build and maintain successful relationships with staff and supporters;</li> <li>▪ Able to present a positive professional image of The Donkey Sanctuary at all times.</li> </ul>

**Note:** To reflect any changes within the Charity during the next few years, the scope of this role will be regularly reviewed and may evolve to meet those needs. Any changes will be agreed in advance with the post holder and confirmed in writing.