

JOB DESCRIPTION

Post: Sous Chef, The Corner Café and Bar,

Department: The Corner Café and Bar

Reporting to: Head Chef

Responsible for: Café Deli Chefs

The Company: Tate Eats is unique in the cultural world, a hospitality business whose purpose supports the vision and reach of Tate in all four of its galleries. All our profits are returned to Tate championing the right to the richness of art for everyone. Our business is multi-faceted, we run restaurants, cafés and bars while delivering a vast range of events from film premieres to boardroom lunches. We are though much more than that, we have a pioneering roastery setting the agenda on gender equality in the coffee supply chain. We brew beer, we blend gin, we create teas, we have a multi award-winning wine programme, we visit farms, we research and write menus in response to Tate's diverse programme, and we collaborate with artists and curators.

About the role: The Sous Chef role is to support and deputise in the absence of the Head chef ensuring the overall smooth operation of the kitchen. Ensuring the achievement of organisational goals and consistently exceptional food service in a fast-paced environment, whilst delivering exceptional customer service.

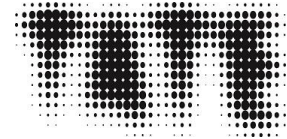
What you will do:

- Be the first point of contact and engage with visitors, offering excellent customer service
- Manage the kitchen delivery of service on daily basis.
- Ensure that the food offer is always consistent and is being constantly developed to be appropriate, seasonal, sustainable and ahead of our competitors
- Ensure all staff have a full understanding of all food served in the outlet.
- Be responsible and take accountability for the completion of all tasks required to achieve the highest standard of food consistently, to make sure the operational needs of the business are met.
- Motivate and inspire team members and act as a role model



The Disability Confident Scheme

Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the Disability Confident Symbol.



- To be able to respond promptly to customer feedback and complaints
- Ensure the team have accurate knowledge of the allergens for all food being served.
- Manage the control of adequate stock levels of food and supplies
- Ensure all recipes are followed to achieve consistency and food cost targets set in the budget.
- Ensure all orders are placed on the food management system, all transfers are closed off weekly, monthly stocktakes are inputted within the monthly deadlines.
- Help the Head chef to manage holiday dates and rota days off, ensuring that the staffing rota meets the operational needs of the business, within the staffing budget
- Support the Head chef to manage the maintenance of the kitchen equipment to ensure the smooth running of the business.
- Support the Head chef to manage Pest control with the pest control contractor and action any recommendations promptly.
- Lead the team to ensure the following:
 - understand their required daily tasks and that they provide kitchen
 - are provided with relevant training and the tools and equipment needed to complete those tasks
 - understand the importance, urgency and priority of each task
 - ensure that they are given the correct meal/refreshment breaks, rest breaks between shifts and rota days-off, without disrupting the kitchen operation
- Support the Head chef to manage the performance of the kitchen team with staff performance meetings, appraisals, development reviews and disciplinary procedures (where necessary)
- Fulfil any other tasks and duties required by the Head Chef or other member of Senior Chef team.
- Ensure good communication with FOH staff and attend and participate in other departmental meetings when required
- Ensure all food stock is always dated and labelled
- Ensure all HACCPs procedures are followed and work closely with Tate Eats Health and safety advisor.
- Ensure allergen information is being recorded and communicated accurately daily
- Work as required by the operational demands of the business

What you will bring:

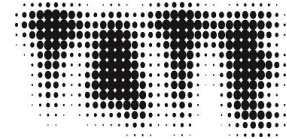
- Experience of working in front of customers
- Exceptional customer service skills, always demonstrating a professional attitude and appearance
- Passionate about Food and Beverage with an advanced understanding of culinary terms and gastronomy



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- Outgoing and Confident in Front of customers
- Significant experience in a catering or kitchen environment as sous chef, catering manager or Senior CDP
- Comfortable with working at pace in a pressure kitchen, whilst maintaining high standards
- Enjoys working in an open kitchen serving the food offer, while engaging with customers
- Excellent verbal and written communication skills demonstrating the ability to communicate effectively and positively with all colleagues, suppliers and a diverse customer base
- Experience of creating a working environment that encourages equality, diversity and inclusion and the ability to create an inclusive, respectful culture within a team
- Ability to work collaboratively within a diverse team and treat all colleagues with dignity and respect.
- Excellent knowledge of and commitment to health & safety and food hygiene regulations and policies
- Effective time management skills, ability to multi-task well, and adaptability to changing conditions of the business
- Working knowledge of Microsoft Office including Word, Excel and Outlook
- Flexible with working hours, available to work early mornings, late nights and weekends.
- Pro-active and reliable, willing to work when and as required by the operational demands of the business
- Hold a food safety level 3 certificate or above
- An enthusiastic approach and willingness to contribute to the development of the Tate Eats as well as the wider aims of Tate.
- Demonstrates flexibility in approach to the role to ensure that duties are properly performed and to meet the organisational demands of the business. This flexibility includes adapting business needs at short notice
- Strives to maintain a positive atmosphere in challenging situations
- An ability to communicate confidently with maturity and diplomacy, at all levels, both in the spoken and written formats
- Sets ambitious and measurable goals and targets for themselves and the team to achieve or exceed expected performance
- Ensures the team understand their part in the business plan and vision
- Creates a culture of trust, respect and openness

The New EU regulations on Food Allergens means that Tate Eats has a legal responsibility to provide the correct allergen information within the ingredients that is in the food we make for Tate customers. You will be required daily to ensure the up-to-date allergen information is available for all of Tate Eats food offer



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Tate is proud of its commitment to diversity which is set out in our Tate for All strategy. This strategy aims to improve diversity at Tate through a process of organisational change and to make diversity part of everything we do. Tate therefore expects all its employees to actively contribute to promote diversity as part of their role



Tate is committed to the employment, retention, training and career development of disabled people. In recognition of our commitment, Tate has been awarded the 'two tick' Disability Symbol.



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