

## JOB DESCRIPTION

### Chef

Job Title:	Chef
Department:	Commercial
Location:	Isle of Wight Zoo, Sandown, Isle of Wight
Reports To:	Trading Operations Manager
Supervisory Responsibilities	Second Chef (P/T)

#### General Function of the Position

To prepare, cook and deliver food to a consistently high standard whilst minimizing waste and maximizing profitability. To assist with purchase and control of stock and maintain the highest standards in food, quality, presentation and service.

#### Organisational Values

The Wildheart Trust has six values that form the core of how employees carry out their work at the Isle of Wight Zoo and across any future organisational developments it may have. The values shape the culture of the organisation and demonstrate what is important within The Wildheart Trust. These values focus on how we do our job and how we conduct ourselves in the workplace, and as a Trust.

<b>Care</b>	We treat every being with respect and compassion and we care about maintaining high standards in all that we do.
<b>Integrity</b>	We are honest, responsible and accountable so that we can be trusted.
<b>Commitment</b>	We work hard to honour our mission and are devoted to the people and animals in our care.
<b>Positivity</b>	We need a special combination of pragmatism, passion and optimism to tackle really tough issues that sometimes seem insurmountable.
<b>Learning</b>	We never stop learning and together we share our knowledge to foster love for the natural world and for animals.
<b>Respect</b>	We control our anger and work in a professional way, are polite to

	each other, our Trustees and our visitors and encourage and help each other. We avoid judging our peers; communication is the key here, if we have a problem, we talk to someone in order to resolve it.
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Key Tasks	
<b>1. Catering</b>	To prepare, cook and deliver food to a consistently high standard, using quality products, ensuring waste is minimised and profitability is maximised
	To maintain the highest standards in food, quality, presentation and service
	To work with the Trading Manager to enhance and develop the catering offer in the Wildheart Café.
	Analyse recipes to assign prices to menu items, based on food, labour, and overhead costs
	Maintain a high level of excellence and consistency
	Keep up to date with new products, menus and promotions
	Ensure a professional working environment and carry out instructions as given by management
	Assist with the promotion of all café functions, day to day usage and events
	Operate standard kitchen equipment safely and efficiently
<b>2. Stock Control</b>	To oversee purchase and control of stock in the café, in line with any third-party purchasing agency
<b>3. Customer service</b>	Ensure that all customers are served efficiently and in line with standards of customer service at Front of House
<b>4. Compliance</b>	Complete all documentation required for legal compliance
	Adhere to company policies and procedures
<b>5. Supervisory</b>	Coach less experienced colleagues as a real role model
<b>6. Cleaning</b>	Be responsible for all aspects of cleaning within the kitchen and servery ensuring that all check lists are completed
<b>7. Wildheart</b>	Have an awareness of the ethos of The Isle of Wight Zoo and The Wildheart Trust and how best we may be able to respond and promote our services accordingly
<b>8. Reasonable duties</b>	In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be

	assigned from time to time.
9. Health and Safety	To comply with and be responsible for, all Health & Safety and Food Hygiene Regulations and to ensure the health, safety and enjoyment of visitors and colleagues utilising our food service facilities
	Maintain a clean, tidy and hygienic working station whilst adhering to all food hygiene and health & safety standards at all time.
	Clear down and tidy up at the end of the day
10. Planning	Attend regular departmental meetings / undertake agreed actions.
11. Human Resources	Attend formal and informal training as required. Identify additional training with the supervisor for professional development.

Person Specification Details	
We are looking for someone who can demonstrate passion and commitment to prepare food of the highest quality in a timely manner. This person needs to have a flexibility to work weekends and evenings. Previous experience in the kitchen, high standards of cleanliness and awareness of food hygiene standards are required.	
Qualifications	NVQ level3 in food preparation and cookery or equivalent qualification. Level 2 Award in Food Safety or equivalent qualification.
Experience	At least 5 years previous experience of cooking and food preparation in a high volume, seasonal and multi outlet environment. Evidence of working within health and safety, food safety and hygiene requirements -knowledge of the HACCP Safer Food Better Business manual
Skills and Abilities	
Skills	The ability to work on own initiative.
	Organisation and time management skills.
	Basic I.T skills including Word and Excel.
	Ability to work well under pressure.
Visitor Focused	Strong communication and people skills including a positive, friendly and approachable attitude at all times towards visitors to the zoo.
Teamwork	Actively participates as a member of a team to move the team toward the completion of goals. Contributes actively and fully to team projects by working with colleagues collaboratively, working towards consensual solutions that enhance the output of the team. Accepts share of workload.

Living the values	An understanding of the values and behaviour expected within the role
Charitable outputs	An understanding of how this role supports the delivery of our charitable outputs.

Signatures	
Signed: (Line Manager)	Date :
Signed: (Employee)	Date :