Job Description

JOB TITLE: Sous Chef	
LOCATION: Lake Tekapo	
POSITION TYPE: Permanent Fulltime	**WORKING HOURS:** Rostered (Mon-Sun)
DIRECT REPORTS: Junior Chef(s) & Kitchenhands (whilst on Duty)	
REPORTS TO: Head Chef	

Purpose

The mission is to ensure consistent, high-quality food preparation and presentation and taking a leadership role in the absence of the Head chef.

You will do this by maintaining the 25 Degrees standards, managing kitchen operations and always leading by example.

Responsibilities

- Coaching and training across a key activity that supports world-class customer service
- Act as a role manager to the 25 Degrees kitchen staff always displaying Haka values
- Communicate logically, fluently, and succinctly to ensure messages are understood by the remainder of the team
- Ensure Haka health and safety protocols are always adhered to
- Ensure food safety requirements are always adhered to
- Ensure adherence to all guidelines
- Ensure stock is controlled for smooth operation
- Ensure that production is always done according to the standard recipes

Skills / Qualifications

- 2+ year of chef experience
- 1-2 years of people leadership desired
- Practical Problem Solver
- A genuine interest in food and NZ produce.
- Exceptional attention to detail
- Excellent time management & communication skills
- Ability to work in high-pressure environments

Key Working Relationships

Internal:	Operations Manager – South Island Director of Operations 25 Degrees Kitchen Staff 25 Degrees Lake Tekapo Manager 25 Degrees Lake Tekapo employees Head of People & Capability
External:	Public

○ Suppliers ○ Managing Director (R&B Lab)

Performance Metrics	
Key Deliverable	*Means of Achieving*
Leadership	○ Conduct training sessions for kitchen employees to ensure they are familiar with the menu items and preparation techniques ○ Monitor employee's performance and provide feedback to maintain high standards of food quality and efficiency
Standardisation and Consistency	○ Ensure all chefs and kitchen staff strictly follow the predetermined recipes and preparation methods to maintain consistency ○ Regularly inspect dishes to ensure they meet the chain's quality standards ○ Ensure that all menu items are prepared and presented consistently across all locations ○ Knowledge of all food items concerning ingredients, cooking techniques and preparation ○ Ensures production quality meets 25 degrees standards
Operational Efficiency	○ Ensures proper inventory management to avoid shortages and overstocking ○ While adhering to predetermined menus, explore opportunities for seasonal specials or limited-time offerings to keep the menu fresh and exciting ○ Aware of energy saving processes and procedures and adheres to them
Stock Control & Administration	○ Check refrigerator and products thoroughly to avoid wastage ○ Conduct regular audits of stock to ensure accuracy and identify any discrepancies, to prevent shortages or overstocking
Communication and Coordination	○ Work closely with front-of-house, to ensure smooth operations ○ Establish a feedback loop with employees and guests to continuously improve food quality and service
Health & Safety	○ All health & safety protocols are adhered to. ○ Understand and adhere to all Haka H & S procedures and policies ○ All incidents are reported using the incident reporting form ○ Report any major incidents using the incident management table without delay
Core Values	Alignment with our core values is assessed by an annual 360-degree employee feedback process. Our values are: Whanau The Haka family trust one another, treat each other well, and put equality and honesty at the heart of all we do. Aotearoa Proud We care deeply about this land, and we aim to work as a company to share the unique culture, geography and history of Aotearoa by still respecting the land. Huge strides leaving few footprints. From encouraging customers to recycle to continuously learning and sharing your knowledge of culture, history & geography to our guests.

	Keeping it Real We owe our big success to our small company roots, and to the genuine, fresh attitude that keeps us grounded and relevant. No egos, no bull. Purpose-driven Combining our collective expertise, paying attention to detail and aiming sky-high is our winning recipe and the secret to our success. One In a Million At Haka it's of the utmost importance we deliver the best customer experiences and great customer service. Our customers are as individual as fingerprints, and we strive to create flexible, personalised products and services that make everyone feel included, whether they're 18 or 80. Reach For It Boundary-pushing isn't just for our adventure tourists - it's our key to innovation and staying ahead of the pack. If it can be done better, we'll always find a way. Sense of Place We take pride in our sense of place and celebrate the alignment between our brand and every location a Haka House calls home.