

**Message from the Director of Estates and Facilities Management**

*Dear Colleague,*

Loughborough University is a fantastic place to work and study. There is a real pride in the University that touches everyone associated with it. We want to attract and retain the best people to work in our Maintenance and Engineering team at Loughborough University and believe that we offer an attractive total reward package that includes: generous index linked pension, generous holiday allowance, access to sporting facilities and gym membership at staff rates and many other benefits. We hope that you will apply and look forward to meeting you

Throughout our history we have built upon our distinctive characteristics and enhanced our strengths. Our origins in 1909, as one of the UK's foremost technical institutes focused on meeting society's needs, set in train an ethos that is still evident at Loughborough today.

Our campus in the heart of Leicestershire – one of the largest in the UK, spanning 440 acres – provides a supportive and enriching environment with first-rate facilities for both staff and students. Loughborough is the largest single site University campus in the UK at 440 acres; it is located close to a market town and is only minutes away from the motorway network. The Estate is in a sylvan setting, with a huge variety of academic, residential, commercial and sports facilities and is 362,000 sq. m in total. There are 154 buildings as well as a further 85 acres that is currently agricultural land adjoining campus that has planning permission for the further development of the Loughborough University Science and Enterprise Park (LUSEP) and is part of an Enterprise Zone. Our Facilities have been voted the best in the UK for the last five years in the Time Higher Student Satisfaction survey and voted the best in the WhatUni 2018 and 2019 awards.

*Graham Howard*

## Job Title: Sous Chef

Job Ref: REQ250677

| General Details       |   |
|-----------------------|---|
| Job Title:            | Sous Chef   |
| Professional Service: | Catering – Estates & Facilities Management  |
| Location              | Loughborough University   |
| Tenure:               | Open ended  |
| Hours/FTE             | 37 hours per week (5 over 7)  |
| Grade/Salary          | Operational Services Grade 5 - £29,179 to £34,132 per annum   |
| Holiday               | 36 days inclusive of 8 Bank holidays and 6 University closure days                                    |
| Pension               | Automatic enrolment into the Local Government Pension Scheme with an employer's contribution of 24.8% |
| Starting date:        | Asap  |

| Job Purpose   |
|---|
| Responsible for the supervision of the preparation, presentation and service of meals in catering areas. Assist the Head Chef in the management of the Kitchen Team and liaise with the Front of House Team on food service in order to meet business objectives and financial performance targets. Deputise in the absence of the Head Chef. |

| Management & Supervision |           |
|--------------------------|-----------|
| Reporting to:            | Head Chef |

| Responsibilities   |
|--|
| <p><b>Job Duties</b></p> <p><b>Catering Duties</b></p> <ul style="list-style-type: none"> <li>Responsible for and assisting with the production and presentation of meals in compliance with the menu and standardised recipes. Ensuring that the quality of food and service meets the standards set by the Food Service Manager/Head Chef</li> <li>Assist with menu planning, recipes and service delivery</li> <li>Work with the Head Chef to ensure efficient communication and the development of team members</li> <li>Support the planning and service delivery of catered events; Open Days, Conferencing and Sports</li> </ul> <p><b>Ordering/Stock Control</b></p> <ul style="list-style-type: none"> <li>Assist in the receiving, checking and storage of goods from suppliers, ensuring that quality meets agreed specifications and that all documentation is checked and completed</li> <li>Responsible for/assist with ordering all foods and non-consumable items required adhering to the set purchasing procedures as stated by the catering department</li> <li>Requisitioning of cleaning materials and chemicals ensuring all COSHH guidelines are adhered to</li> </ul> <p><b>Service</b></p> <ul style="list-style-type: none"> <li>Maintain a high level of food service at all times</li> </ul> <p><b>Health, Safety and Hygiene</b></p> <ul style="list-style-type: none"> <li>Adhere to standards as set by the Assured Safe Catering Policy</li> </ul> |

- Ensure that all food production records, and associated records are completed, documented, and filed correctly
- Ensure all equipment failure/hazards are reported
- Safeguard kitchen premises, equipment and supplies, maintaining the proper storage of keys and effective procedures for locking of food units, freezers etc.
- Maintain high standards of kitchen/food and personal hygiene. Ensure staff compliance to H & S regulations and policies
- All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

### ***Legislation***

- All food handlers are bound by the current relevant legislation

### ***Customer Service***

- Communicate with customers verbally and through the customer comment board. Understand and consider their requests
- Effectively deal with customer queries and complaints

### ***Staff Management***

- In the absence of the Head Chef assume responsibility for the running and organisation of the kitchen
- Assist in the organisation of staff to achieve the most economical use of labour
- Run team meetings on behalf of the Head Chef and conduct staff briefs
- Process staff hours on the automated TMS system and produce weekly and holiday reports
- Conduct Return to Work interviews and complete and maintain appropriate documentation
- Assist in the recruitment process and staff probation
- Basic knowledge of IT, email and Microsoft Office

### ***Fiscal Awareness***

- Be aware of facts/figures which are relevant to the location, eg budget control, supervision of staff, customer numbers, income, project budgets etc.

### ***Training***

- Assist in the training and supervision of all staff engaged in the kitchen/servery area and complete training records
- Identify and report individual training needs
- Attend any relevant training courses for business compliance and own personal development

### ***Points to Note***

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

## Professional Development

Loughborough University supports the professional development of colleagues and encourages continuous professional development to ensure professional skills and knowledge are maintained.

## Conditions of Service

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, where operational needs allow, of flexible working arrangements.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

## Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

## Organisational Responsibility

The role holder will report directly to the Head Chef

## Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

| Essential Criteria   |  |         |
|----------------------|--|---------|
| Area                 | Criteria   | Stage   |
| Experience           | Relevant experience gained within kitchen or catering environment  | 1, 2, 3 |
|                      | Significant food preparation experience  | 1, 2, 3 |
|                      | Relevant experience of catering within budgets   | 1, 2, 3 |
|                      | Relevant experience of managing staff  | 1, 3    |
|                      | Relevant experience of planning rosters  | 1, 3    |
|                      |  |         |
| Skills and abilities | Ability to work on own initiative  | 1, 3    |
|                      | Skilled team worker  | 1, 3    |
|                      | Excellent customer service skills  | 1, 3    |
|                      | Negotiation skills   | 1, 3    |
|                      | Ability to prioritise workloads  | 1, 3    |
|                      | Ability to motivate and encourage staff  | 1, 3    |
|                      | Ability to comply with Health & Safety & COSHH legislation   | 1, 3    |
|                      | Ability to use own judgment and act accordingly  | 1, 3    |
|                      | Ability to communication at all levels including external suppliers and customers                              | 1, 3    |
|                      | Ability to supervise and train staff   | 1, 3    |
|                      | Basic IT skills  | 1, 2, 3 |
|                      |  |         |
|                      |  |         |
| Training             | A willingness to undertake further training when required  | 1, 3    |
|                      | A willingness to adopt new procedures as and when required   | 1, 3    |
|                      | Ability to recognise specific training needs within the team, and make the necessary arrangements for training | 1, 3    |
| Qualifications       | NVQ Level 2 or equivalent in Food Safety & Hygiene   | 1, 2, 3 |
|                      | NVQ Level 3 or equivalent in Preparation and Cooking   | 1, 2, 3 |
| Other                | Flexibility in working hours and location is required  | 3       |
|                      | Will be required to work some weekends   | 3       |
|                      | Will be required to wear chef's whites supporting the professional image of the Organisation                   | 3       |
|                      | Commitment to observing the University's Equal Opportunities policy at all times                               | 3       |

| Desirable Criteria |   |       |
|--------------------|---|-------|
| Area               | Criteria  | Stage |
| Experience         | Experience of menu planning                           | 1, 3  |
|                    | Experience of overseeing and planning food production | 1, 3  |
|                    | Previous experience of catering for large numbers     | 1, 3  |
|                    | Experience of maintaining compliance records          | 1, 3  |
|                    | Experience of maintaining financial objectives        | 1, 3  |
| Qualifications     | NVQ Level 3 or equivalent in Food Safety & Hygiene    | 1, 3  |
|                    | CIEH Level 2 or equivalent in Food Allergen Awareness | 1, 3  |

## Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and the way we work at Loughborough. The University promotes the values of being **Adventurous**, **Collaborative**, **Creative**, **Authentic** and being **Responsible**. All employees are expected to demonstrate these values in the workplace.

For more information, please refer to our [vision and values](#).

## Our Accreditations



We strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a [Bronze Athena SWAN award](#) which recognises the importance of support for women at all stages of their academic career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared themselves with a disability, provided they meet the essential criteria for a role. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**