

JOB DESCRIPTION

Post: Deli Supervisor, Corner Cafe

Department: Tate Eats

Reporting to: Production Sous Chefs, Production Head Chef, Group Senior Head chef

Responsible for: Café Deli Chefs, CDP, Kitchen Porters

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.



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 Scheme Symbol.

About the role: 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 customer facing catering environment.

Main Duties and responsibilities:

- Ensure all staff have a full understanding of all food served in the outlet.
- Ensure all tasks required are completed to achieve the highest standard of food consistently, to ensure the operational needs of the business are met.
- Manage the kitchen delivery of service on daily basis.
- Ensure that the food offer is always consistent.
- Comfortable working in front of customers on a daily basis.
- 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 Adaco, all transfers are closed off weekly, monthly stocktakes are inputted within the monthly deadlines.
- Assist with management of the kitchen during the Head Chef's 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:
 - They understand their required daily tasks.
 - They are provided with relevant training and the tools and equipment needed to complete those tasks.
 - They 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 probationary meetings, performance 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 senior FOH staff and attend and participate in other departmental meetings when required.
- Ensure all food 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.

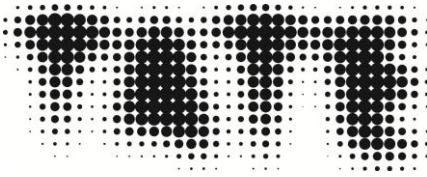
The New EU regulations on Food Allergens means that Tate Eats has a legal responsibility to provide the correct allergen information within the ingredients that is in the food we make for Tate customers. You are required by law to be aware of all the daily allergen information, given to your Manager by the Senior Head Chef and Supervising Chef and communicate this to customers, upon request.

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



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Experience, skills and competencies

Essential:

- Experience of working in front of customers
- Experience in a catering or kitchen environment
- Comfortable with working at pace in a pressure kitchen, whilst maintaining high standards
- Comfortable working in front of customers serving the food and beverage offer.
- Passionate about Food and Beverage
- Motivates and inspires team members and acts as a role model.
- 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.
- Exceptional customer service skills, demonstrating a professional attitude and appearance at all times.
- Excellent knowledge of and commitment to health & safety, allergens 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
- Demonstrates flexibility with working hours and place of work, as the business requires.
- Pro-active and reliable, willing to work when and as required by the operational demands of the business.
- Has an interest in the aims, services and products of Tate Eats and is passionate about their own contribution to Tate.

Desirable:

- Hold a food safety level 2 certificate or above.
- Experience of working with Fourth or similar costing system



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