

# WE'RE RECRUITING

Join the team at Denbighshire Leisure Ltd





## **Job Title: Sous Chef**

**Location :** Café R, Ruthin

**Company:** Denbighshire Leisure Ltd

**Salary :** £27,041-29,577

**Hours :** 37 hours (flexible approach is required to work in line with the business demands)

**Contract :** Permanent

**Closing Date :** 05/09/21

## **How to apply:**

If you are interested in this vacancy, please apply on-line via the website [www.denbighshireleisure.co.uk](http://www.denbighshireleisure.co.uk). For alternative methods of applying please contact Denbighshire County Council Customer Services on 01824 706101.

Denbighshire Leisure Ltd. is a Council owned Trading Company Limited by Guarantee and as such application forms are administered by Denbighshire County Council. Candidates must complete our application form via the website to be considered. We regret that we are unable to reply to all applications. If you have not received a reply within three weeks of the closing date, you must assume that you have not been short listed for interview.

## Letter from the Managing Director

Hi, my name is Jamie Groves, and I am the Managing Director of Denbighshire Leisure Ltd. As you are interested in joining our Company, we thought you would like to know a little bit about us.

This is a truly exciting time to join Denbighshire Leisure Ltd, as we are a new Company with a well-established, passionate and driven team, who all have a culture of high performance and excellent customer service. Our past successes have led us to where we are today, with a reputation for great experiences in all our facilities and a team who thrive on the customer having the best experiences possible.

Our commitment to providing customers with the highest standard of facilities continues year on year, and this rolling programme of investment into our facilities has led to a well-deserved reputation for providing residents and visitors with sport, fitness and leisure facilities that compare with the very best of the private sector. Our seven Leisure Centres offer top class gym equipment and a wide variety of fitness classes. Across the county, we also have six swimming pools, as well as sports halls and outdoor all weather pitches.

For those looking for a fun day out, we have SC2 Water Park with Ninja TAG in Rhyl, the Nova – our premium visitor destination in Prestatyn, and North Wales Bowls Centre. We also offer fine dining and cocktails in the 1891 Restaurant and Bar in Rhyl or pizza and a drink in the sunshine at the Beach Hut in Prestatyn. For those with an interest in the arts, you might like to pay a visit to Ruthin Craft Centre, the Centre for the Applied Arts with three galleries showing the best in national and international contemporary applied art. Our busy Active Communities team have a wealth of experience in their own sectors, and together they combine their skills to offer a varied programme of high quality, inclusive leisure opportunities. Everyone is committed to providing an excellent service to all our customers, so whether it's hosting a birthday party or helping someone improve their health and fitness, we are happy to help.

Our success is down to our staff, and we have a great team and ethic at Denbighshire Leisure Ltd. We offer a wide range of opportunities for training and career progression, and work hard to ensure our staff are happy in their chosen roles. If you are also passionate about providing excellent service, are friendly and approachable, with a desire to help both colleagues and customers, then you'll fit right in.

We look forward to receiving your application.



*'Providing high quality, accessible leisure opportunities which attract high levels of participation and improve the wellbeing of our residents and visitors'*



# Denbighshire Leisure Ltd

Denbighshire Leisure Ltd is committed to Equal Opportunities and its Welsh Language Standards. We welcome applications in the Welsh Language and application forms received in the Welsh Language will not be treated less favourably than an application form submitted in English.

The Denbighshire Leisure team are a well-established, passionate and driven team, with a culture of high performance and excellent customer service. Our past successes have led us to where we are today, with an excellent reputation in all our facilities, and a hard working team who thrive on the customer having the best experiences possible.

We expect our staff to be committed to;

- Providing an excellent standard of service at all times
- Their own self development and the development of our business
- Working flexibly across sites where needed
- Supporting team working, supporting their colleagues and our customers

Our workforce is of utmost importance to us and we are committed to supporting staff to achieve a positive work-life balance. All employees of Denbighshire Leisure Ltd are entitled to a variety of benefits, including discounted gym membership, personal and professional learning and development opportunities, generous annual leave allowances (with the opportunity to purchase more) and support for applications for career breaks and secondments.

**Our People | Our Business | Our Community**



## Job Description

Job Title: Sous Chef

Grade: 7

Company: Denbighshire Leisure Ltd

Service Area: Commercial Leisure – Food and Beverage Operations

Responsible to: Head Chef

Job ID Number / Date Issued: TBC

### Job Purpose:

The purpose of the role is to assist the Head Chef in the Leadership and Management of the Chef / Catering teams at Café R, in order to maintain and deliver an exceptional restaurant experience.

This role will advise on all aspects of catering in the absence of the Head Chef, in order to sustain Café R and the Craft Centre's strong reputation; and to maximise revenues for the company.

You will have an extensive background and portfolio as an experienced Sous Chef with proven experience of developing and driving successful restaurants.

The post holder will assist the Head Chef in the management of the entire back of house, supply chain and kitchen operations, helping to realise the full commercial potential of the restaurant. As an experienced Sous Chef, you will have a successful track record in setting standards and policies in the relevant disciplines. You will be able to evidence in your portfolio, that you can effectively manage high paced dynamic teams, and the development and implementation of relevant menus, policies and practices.

As Sous Chef, you will assist the Head Chef in the management of a team of Chefs and catering professionals and be responsible for taking key decisions in the absence of Head Chef - making recommendations to the Lead for Food and Beverage operations; the Managing Director; and the Head of Commercial, and you will have the autonomy to develop and implement all relevant policies, practices and menus. Your skills will include the ability to take into account organisational, commercial and environmental factors and influences, and incorporate these into your decision-making.



You will be an expert who specialises in creating and maintaining restaurant reputation and exceptional standards.

The post holder will form part of the Company's Catering Management team providing advice, support and guidance to staff on related issues; and be prepared to challenge and compare the methods of working both within and across other similar service areas.

### **The post holder should:**

- Be an experienced and accomplished professional in the relevant field who relishes challenge and has the persistence to succeed.
- Have the skills and experience to contribute to leadership; lead the development of robust catering strategies; and foster strong working relationships with staff, partners, and other senior officers of the Company.
- Have experience in, and a proven ability to effectively manage staff, and finances to deliver services and objectives.
- Have outstanding leadership, communication, interpersonal and management skills commensurate with the status of the position.
- Have highly developed communication skills, in order to maintain good working relationships when difficult and contentious issues are being dealt with / resolved within the restaurant.

### **Principal Accountabilities and Responsibilities**

- Leading the Catering teams to create high quality dishes to an exceptional standard.
- In the absence of the Head Chef, to lead and mentor all catering staff to ensure that all meals are prepared to a consistently high standard.
- Assisting with the preparation, planning & development of menus, ensuring that they are both cost effective and of adequate quality, meeting the customers' needs and predicted trends in order to ensure business success and viability.
- To create and implement new promotions/ initiatives that will contribute to the business commercial growth.
- To mentor Restaurant and Bar Supervisors and their teams in the absence of the Head Chef, to ensure excellent levels of customer satisfaction are achieved to promote and develop the facility.



# Principal Accountabilities and Responsibilities

- Responsible for regulatory compliance in the kitchen, specifically in relation to all food safety and health and safety legislation including the maintenance of clean food preparation and storage areas.
- To be responsible for stock management, the security of the kitchen and back of house areas, including fridges, freezers and stock cupboards.
- Responsible for the safety of all persons within the kitchen premises in accordance with the normal operating procedures and the Health & Safety at Work Act.
- Responsible for the weekly/monthly stock reports, and other associated paperwork.
- To motivate a kitchen team, including providing any necessary training and development opportunities for Assistant Chefs and Catering team members.
- Provide advice, guidance and reporting to the Company's Senior Management in respect of all relevant matters commensurate with the role and responsibilities in the absence of the Head Chef.
- As a member of the management team contribute fully to the development of the venues' commercial strategy across all areas of Café R, challenging assumptions, business cases and decision-making as appropriate; and providing analysis and guidance on all activities, plans, targets and business drivers.
- To provide visible and clear leadership to staff in the absence of the Head Chef including clear guidance and rigorous challenge to ensure high quality practice, particularly in relation to the service area.
- Establish and maintain a high level of credibility and manage strong working relationships with external parties including customers, and other suppliers /partners.
- Assisting the Head Chef to ensure the necessary controls are in place to control kitchen budgets without compromising service delivery.
- Monitor the performance of the relevant statutory requirements associated with the areas of responsibility and provide regular feedback to the Senior Management.



## Supervision/Management of People:

The post holder will have direct line management responsibility of up to 6 positions within the restaurant structure (significantly more in the absence of the Head Chef), and be able to demonstrate experience of Managing a multi-disciplined catering team in a very busy and dynamic environment.

In the absence of the Head Chef, the post holder will be required to work autonomously at a strategic level, advising and challenging the wider catering teams.

You will be expected to deputise and act as Head chef, and at times the restaurant manager in their absence. Taking full responsibility for the operation.

## Special Working Conditions

The post holder should hold a catering qualification to minimum of Level 4 or be able to demonstrate a portfolio with significant experience in the last two years, in a similar role and field.

To be flexible, adaptable and willing to lead kitchen teams on request at various other restaurants across the group.

Physical effort is required in lifting and moving bags of food and equipment, and containers of prepared food. Working conditions are good but the postholder is subject to heat, steam and odours. Working long hours and shift pattern includes many evenings and weekends in a pressured environment.

The post holder must have the ability to travel across Denbighshire for which an allowance is payable but subject to review.

The post holder will be expected to work the hours the job demands.

The post holder will be required to work to compressed timescales and within defined budgets.

The post holder will be required to complete tasks autonomously, and have a proven ability to work off their own initiative and under pressure.

The ability to prioritise work, deal with conflicting priorities and meet deadlines is essential to this post.





## Vision/ Context

Denbighshire Leisure Ltd has been transformed over the past decade and is now renowned for delivering high standards of provision right across the County of Denbighshire; offering a new, unique, affordable, and a commercially sustainable Leisure offers; whilst making a significant contribution to improving the health of our residents and delivering Economic prosperity. This has been possible because of a highly motivated workforce, with a great culture who work to strong values.

The post holder will be expected to display and promote our company core values:

- We will stand by our principles of integrity and honesty.
- We will be trusted by our staff to always do what is right as their employer, and make them proud.
- We will never accept the status quo. We will work harder, become stronger and continue to deliver the highest quality of service to our customers.

Denbighshire Leisure Ltd has three important, but distinct pillars, which informs and influences the way we work and why the Company was created. The Company is recognised for the valuable contribution it makes to our communities, how it works with its partners and other businesses, and more importantly how the Company looks after and develops its workforce – the Company very much believes in a 'one team - one bank account' philosophy.



# The three pillars of Denbighshire Leisure Ltd:

## Our Community

Within the wider Denbighshire area, our teams work with a network of smaller communities consisting of customers, sports clubs, local groups and residents. We place these communities at the heart of everything we do.

## Our People

We believe that our staff are a vital element of Denbighshire Leisure's success. We value the skills and experience each individual brings to their role and although the Company offers a diverse range of services, our teams all have the same qualities in common – they are passionate and driven, with a culture of high performance and a reputation for excellent customer service.

## Our Business

Denbighshire Leisure Ltd is a new Company, built from a history of high performance and innovative practice. Over recent years, as a service within Denbighshire County Council, we have built lasting and mutually beneficial relationships with a number of partner organisations. We are looking forward to the continued success of these established partnerships, whilst also developing new and exciting ventures. Within all of our relationships, we are committed to acting with integrity, transparency and courtesy.

The post holder is key to ensuring that '...by 2030 the company will continue to be renowned for providing high quality, accessible leisure opportunities which attract high levels of participation, and improve the wellbeing of Denbighshire's residents and visitors'.



## Employment Checks/Specific Requirements

All new starters are required to undergo our standard safer recruitment checks; two satisfactory references covering three years employment, evidence of essential qualifications, evidence of Right to Work in the UK.

## Safeguarding Statement

Denbighshire Leisure Ltd recognises its obligations to safeguard children and adults together with preventing slavery and human trafficking and will do all in its power to prevent slavery and human trafficking within its business. Modern slavery can take many forms including the trafficking of people, forced labour, servitude and slavery.

Safeguarding is everyone's business and all Denbighshire Leisure employees are required to work in accordance with the organisation's Child / Adult Safeguarding policies and procedures and have a duty to report any concerns which may be noted during the course of their duties and are asked to be alert to the signs of exploitation. Concerns should be raised via their Designated Safeguarding Manager in order that the organisation can take prompt action when exploitation is identified.



# Person Specification

The Person Specification sets out the skills, knowledge and experience that are considered to be necessary to carry out the duties of the post effectively. It will be used in the short-listing and interview process for this post. You should demonstrate on your application form how you meet these criteria as you will only be shortlisted if you meet all of the essential criteria (and desirable criteria where applicable).

Post title: Sous Chef

Service Area : Commercial Leisure – Food and Beverage Operations

Grade: 7

## Creativity and Innovation

Be able to provide innovative and creative solutions to drive continuous service improvement and help sustain the experience we serve our customers.

Have the ability to structure complex issues and to arrive at a balanced and informed decision under pressure, when the restaurant is in full operation.

Have the capacity and vision to anticipate and influence change in response to identified customer needs and have the skills and abilities to manage complex issues and competing demands in a dynamic high pressured environment.

## Qualifications Experience & Knowledge

The post holder should hold a catering qualification to minimum of Level 4 or be able to demonstrate a portfolio with significant experience in the last two years, in a similar role and field.

Significant experience of working in an exclusive, high-end restaurant, and a commercial food and beverage environment.

Experience of creating and preparing fine dining standard food, using fresh ingredients.

Ability to work co-operatively and corporately as part of a team, motivating others to deliver excellent service through good role behaviours and consistency of approach, as an experienced Sous Chef.

Team work and partnership: working together to deliver better services for customers and staff.

Able to initiate and support change as required. Adapting to change and introducing better ways of doing things through generating ideas and seeking out the best way to deliver services.

Knowledge and good understanding of the key issues involved in policy planning and kitchen performance management.

Experience of working at a senior Chef level in a diverse and dynamic restaurant and setting the working standards and practices.

Demonstrable experience of successful leadership and management of multi-disciplinary kitchen teams.

## Creativity and Innovation

Committed to equality and diversity: successfully responding to the identified needs of customers.

Able to apply VFM principles and efficiency, with the capacity to drive this forward within the restaurant.

Ability to use and apply relevant equipment commensurate with the nature and demands of the post.

Extensive experience of menu development.

Ability to influence others to provide the highest levels of customer service. High level of interpersonal skills.

Ability to demonstrate a high calibre of skills and tact, diplomacy, persuasion, negotiation, advocacy and assertiveness.

Demonstrate a strong commitment to customer service. Strong sense of accountability of self and others.

Shows resilience and toughness under pressure.

Experience of delivering initiatives based on the needs of the restaurant business. Adapts personal style to meet demands of complex situations.

An extensive knowledge of regulations in relation to Food and Beverage operations.



Thank you for your interest.

For more information please contact Dafydd Howatson, Food and Beverage Operations Manager at Denbighshire Leisure Ltd  
Daf.Howatson@denbighshireleisure.co.uk



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