

TEAM MEMBER ROLE PROFILE – December 2018

Title Reports to	Chef Manager for Hospitality & Catering Curriculum and Service	Business: Harlow College Location: Harlow & Stansted Airport Colleges, Essex	
ROLE IN CONTEXT	ROLE IN ACTION	NEED TO KNOW	NEED TO BE
<p>Context</p> <p>1. Success To be part of a forward looking FE college, currently a sector leader for student success and value added. We aim to provide our students with “more than a qualification”, providing them with the skills to achieve 1st class destinations and employment.</p> <p>2. Culture To contribute to a results driven operation in a fast paced culture where flexibility, hard work and change are the norm and our core values are:</p> <ul style="list-style-type: none"> • Students at the heart • Work hard, work together • Be the best • Be Innovative and Enterprising <p>3. People Individuals not numbers, we believe all our people, both staff and students, have the potential to succeed in whatever they set their minds to and, at Harlow College, everything we do is about getting them there.</p> <p>Purpose and Dimensions</p> <p>1. Job Purpose To provide meals and supervise staff in a customer focussed college catering service to students, staff and the general public.</p> <p>2. Function's Strategy Contribute to the function's strategy which is part of the Teaching, Learning and Assessment Strategy</p> <p>2. Key Partners/Relationships: Students College Staff Visitors General Public External Agencies Suppliers</p>	<p>Core Areas of Responsibility</p> <ol style="list-style-type: none"> 1. Prepare and serve high quality food items for service in the catering outlets on and off college premises. 2. Supervise and motivate students and work placements trainees creating a positive working environment 3. Working with the AAM, plan imaginative menus taking into account modern trends, business opportunities and minimise waste to ensure college gross profit is met. 4. Working with the storekeeper, order and receive material and equipment in accordance with college procedures. 5. Monitor and maintain stock levels and maintain an asset/ inventory register 6. Monitor and maintain consistent high standards of food safety across all areas and in line with HACCP procedures and ensure that the working environment is safe and meets health and safety standards 7. Maintain good working relationships with college staff and students 8. Offer a student and customer focused approach to work, being proactive in offering a service 9. Attend and participate in meetings as and when required. <p>Critical Success Factors</p> <ol style="list-style-type: none"> 1. Deliver excellent standard of food items and customer service 2. Create and maintain effective working relationships internally and with learners 3. Good communication and working effectively as a team 4. Adhere to procedures 5. Completion of annual appraisal 	<p>Organisational Capabilities</p> <ol style="list-style-type: none"> 1. Ability to work to the standards and set procedures that come with the necessary scrutiny when working in the public sector but in optimum resource efficient ways so as to minimise delays and over-administration 2. Achieves maximum benefit from limited resources 3. Quickly adapts to change and sees it as an organisational 'norm' <p>Be the Expert (technical knowledge, qualifications, experience, occupational competence & requirements, etc)</p> <ol style="list-style-type: none"> 1. Level 3 or equivalent Professional Cookery qualification 2. Proven experience of working as a chef with supervisory responsibilities. 3. Knowledge of Health and Safety Regulations. 4. Demonstrate effective interpersonal skills and a flexible approach to work. 5. Ability to adapt to change and work effectively under pressure 6. Have proven experience of working as part of an effective team, able to build & sustain effective working relationships. 7. An understanding of safeguarding and equality requirements and their implementation in a FE College 	<p>Competencies (core for all HC team members)</p> <p>1. Learning Orientated</p> <ul style="list-style-type: none"> ➤ An active participant in the College's Performance Development process (company appraisal scheme) ➤ Seeks feedback on their own performance from a variety of sources ➤ Shares learning with others ➤ Engages in development activities and achieves tangible progression ➤ Reviews activities/projects and identifies what worked well and what could be improved <p>2. Results Focused</p> <ul style="list-style-type: none"> ➤ Meets targets and job related outputs ➤ Remains focused on the priorities and delivers them relentlessly despite issues that may arise ➤ Resolves issues that affect targets being met <p>3. Quality Minded</p> <ul style="list-style-type: none"> ➤ Is fully engaged with the College's Quality Improvement cycle ➤ Is rigorous in analysis including self assessment ➤ Notices quality performance in others and offers feedback accordingly ➤ Recognises that high quality outputs require high quality inputs and operates accordingly <p>Role Competencies (specific to role)</p> <p>4. Communicates with Impact</p> <ul style="list-style-type: none"> • Actively listens • Communicates clearly (both written and oral) • Builds positive relationships within and beyond own working area <p>5. Customer Focus (Internal or External)</p> <ul style="list-style-type: none"> • Uses customer feedback to continuously improve the customer experience • Considers future needs of customers • Responds to customer complaints promptly and positively <p>More Competencies</p> <ul style="list-style-type: none"> • Problem solving • Flexible • Team player/building • Methodical • Decisive