



Hanmer Springs
Thermal Pools & Spa

Job Description

Job Title: Head Chef

Reports to: Café Manager

About us: Hanmer Springs alpine village, a place where history, wellness and connection come together. Our story is rooted in the rich heritage of our thermal pools and spa, offering a unique experience that promotes relaxation, rejuvenation, and sense of community. Not only is Hanmer Springs Thermal Pools & Spa an exceptional place to visit, but it is also an exceptional place to work with strong Vision, Purpose, and Values.

Our Vision:
To be the most loved and memorable group of experiences in New Zealand

Our Purpose:
To create enriching experiences connecting people to each other and to our place.

Our Values:

 Manaakitanga Care	 Rangatiratanga Leadership	 Kaitiakitanga Guardianship	 Whanaungatanga Family
People are the heart of our business. Our culture is to care for, respect and value our customers and team members	We will maintain personal integrity and ownership in all actions and decisions we undertake	We will as guardians, conserve and cherish our environment, continually improving our sustainable practices	Our people, community and visitors are family. We will cultivate a sense of belonging, support, collaboration, and teamwork
			

About the role:

Ensure we have a range of food and beverage offerings that consistently exceed customer expectations. Lead, train, and motivate the kitchen team to maintain high standards of output and teamwork. Ensure sufficient roster coverage whilst maintaining efficient wage budget.

Manage menu planning, pricing, supply ordering and record keeping.

Maintain and administer the Food Control plan and ensure kitchen staff are fully compliant with all aspects so as to maintain company and statutory hygiene and safety standards at all times.

Responsibilities:

- To ensure prompt and efficient cafe and kitchen service meeting required standards.
- Support and lead the kitchen team to maintain high output standards and teamwork.
- Maintain profit margins and control costs effectively.
- To ensure that company and statutory hygiene standards are maintained.
- Ensure staff maintain professionalism and courtesy towards customers and each other.
- To ensure and maintain a high standard of morale, communication and engagement within the kitchen and wider team and address staff grievances in collaboration with the Café Manager.
- Implement effective induction and training programs for new employees.
- Manage ordering, handling and storage of goods.
- Minimise waste and ensure optimal use of products.
- Co-ordinate kitchen activities to maintain freshness, quality and availability.
- To ensure the correct rotation, labelling and storage of goods.
- To ensure that all staff are continuously trained to effect good portion control and pleasing presentation of all dishes so that every dish that leaves the kitchen meets the required standards.
- Take appropriate action in emergencies such as fire, evacuation, civil defence, burglary etc.
- The secure closure of the kitchen areas and the shutdown of equipment at the end of shifts.
- To ensure that all reports, daily records, administration requirements are up to date and forwarded to the administrative departments in accordance with company requirements.
- Train staff in equipment handling and safety procedures.
- To be fully conversant with all statutory requirements regarding the food and beverage operation, that all licenses are not jeopardised.
- To ensure that regular stock takes are conducted, documented and report findings.
- To be readily available at all times to deal with situations in a courteous and efficient manner.
- To be fully aware of trends in the industry and make suggestions for improvements of the operation.
- To attend all required meetings
- To carry out systematic checks of all kitchen areas for maintenance or repair and any faults are actioned without delay.
- To carry out all reasonable requests and tasks which may arise from time to time not mentioned in the above.

Candidate Requirements:

- Have a passion for food both taste and presentation
- Be a leader who can work alongside their team in a calm and professional manner
- Be able to multi-task and prioritise workload with strong organisational skills
- Ability to operate effectively in situations or pressure
- Be flexible and adaptable
- Excellent communication skills and able to communicate with customers, staff, contractors and suppliers.
- Understand food costs and margins
- Have current first aid certificate
- High standards of cleanliness and take pride in his/her appearance
- Be able to show initiative
- Have ability to effectively supervise and delegate

Limitations on Authority:

Matters which must be referred to the Café Manager in the first instance will include:

- Serious safety problems
- Maintenance problems, machine breakdowns
- Security breaks
- Health & Safety matters
- Major work problems preventing the performance of listed tasks and responsibilities.