



POSITION DESCRIPTION

Sous Chef

Te Puia is located in Rotorua within the Te Whakarewarewa Geothermal Reserve. Te Puia is the home of the NZ Māori Arts and Crafts Institute (NZMACI).

Te Puia is an iwi owned business that operates under the NZ Māori Arts and Crafts Vesting Act 2020. Te Puia generates most of its current revenues through visitor related activity. Te Puia has deep cultural legacies that it seeks to perpetuate, protect, and promote.

Te Puia seeks to be an employer who strongly supports the growth and development of its employees.

Te Puia strives to provide a supportive and proactive environment where employees gain satisfaction and enjoyment within their work environment and relationships while being well rewarded and recognised for their contribution.

CONTEXT

It is always imperative that manuhiri remain a central focus - without manuhiri Te Puia and /or NZMACI would not be able to exist.

OUR WHY

Toitū te ahurea Māori – Leaders in uplifting Māori culture.

TE PUIA VALUES

Mātauranga Māori - Taonga Tuku Iho - Manaakitanga - Whakanui

TE PUIA PRINCIPLES

<i>Teamwork:</i>	Consistently demonstrate an unselfish commitment to working with others to create a collaborative culture.
<i>Passion for Customer:</i>	A positive relationship through outstanding service with each and every interaction. Understanding our manuhiri and what they want.
<i>Integrity:</i>	Upholding the highest ethical standards and promote trust and respect.
<i>Excellence:</i>	Exceeding expectations and taking intense pride in everything that we do every day.
<i>Leadership:</i>	Having the courage to rise above challenges through adversity that will inspire others. Providing a supportive, safe, and healthy workplace.
<i>Innovation:</i>	Imagining what is possible and being brave. Fostering creativity that challenges constraints and drives progress. Being adaptive and flexible.
<i>Guardianship:</i>	Take care of the land, environment, and other assets for future generations.

Position Title:

Sous Chef

Department:

Food & Beverage

Reports to:

Executive Chef

Direct reports to position:

All kitchen staff.

Key Relationships (Internal):

GM Operations & Site Development; Food & Beverage Managers; Kitchen team, Food & Beverage attendants, Senior Management Team, MICE Manager.

Key Relationships (External):

Manuhiri (visitors); Food & Beverage Representatives & Suppliers.

Purpose of the Position:

To lead the preparation, presentation, and delivery of high-quality, culturally inspired cuisine that showcases Māori traditions while exceeding guest expectations. The Sous Chef will ensure all culinary offerings meet industry best practices, uphold food safety standards, and contribute to a seamless kitchen operation that enhances the overall manuhiri experience.

Key Accountabilities:

Focus Area	Accountabilities
Event & Menu Management	<ul style="list-style-type: none"> • Collaborate with the Executive Chef to plan, coordinate, and execute events, conferences, and functions seamlessly. • Develop innovative menus that reflect the Te Puia brand, incorporating Māori indigenous ingredients to deliver unique culinary experiences. • Oversee menu planning and accurate food costings for the café, restaurant, functions, and events to ensure profitability and quality.
Food Preparation & Quality Control	<ul style="list-style-type: none"> • Prepare and cook dishes to the highest culinary standards, exceeding customer expectations for taste, presentation, and overall experience. • Maintain the highest standards of quality, freshness, and visual appeal in all food prepared and served from the kitchen. • Ensure adherence to proper procedures for food production and storage, including daily temperature monitoring and compliance with food safety regulations.
Training and Mentoring	<ul style="list-style-type: none"> • Train, mentor, and develop junior chefs to build their skills, confidence, and knowledge, ensuring high standards are maintained across the kitchen team. • Foster a collaborative environment that encourages continuous learning, growth, and professional development.
Inventory & Supply Management	<ul style="list-style-type: none"> • Manage the ordering, monitoring, and inventory of catering supplies, including conducting regular stocktakes to maintain efficient operations.
Health, Safety, & Compliance	<ul style="list-style-type: none"> • Consistently meet and uphold health, safety, and regulatory standards for both Te Puia and the wider food and beverage industry. • Maintain a clean and safe working environment, adhering to HASSAP standards.
Guest Relations & Customer Experience	<ul style="list-style-type: none"> • Enhance guest satisfaction by developing strong customer relationships, proactively engaging with manuhiri, and addressing any concerns effectively. • Assist in serving food to tables and buffet as required.
Team Leadership & Operations	<ul style="list-style-type: none"> • Ensure smooth daily operations of all food and beverage services, including leading and mentoring kitchen staff to achieve excellence. • Help to oversee kitchen operations, ensuring smooth and efficient service.
General Duties	<ul style="list-style-type: none"> • Undertake any other duties as assigned by management to support Te Puia's continuous operation.

Key Role Outcomes:

- Culinary offerings consistently meet or exceed manuhiri expectations for quality, presentation, and flavour.
- The kitchen environment is maintained as a safe, efficient, and creative workspace that promotes team collaboration.
- Staff are supported, inspired, and motivated to achieve their full potential, fostering a positive and productive work culture.
- Māori cultural values and traditions are seamlessly integrated into all culinary experiences.
- Menus and dishes align with the Te Puia brand and uphold the highest standards of quality and authenticity.
- Food and beverage presentation and delivery are consistently of high quality, enhancing the overall dining experience.
- Excellent customer service and professional staff presentation are maintained across all food and beverage operations.
- All health, safety, and food industry standards are met and maintained without compromise.
- Food and service contracts are current, well-managed, and deliver optimal value for Te Puia.
- Financial targets, including budgeted cost ratios, are achieved through efficient cost management and operational excellence.

Person Specifications:

- At least 6 years of full-time experience leading a high-volume, upmarket kitchen.
- Deep commitment to Māori protocol, te reo Māori, traditions, and customs, with the ability to integrate these into the Te Puia experience.
- Proven creativity with ingredients, menu design, and food costing, with a fresh and innovative approach to café-style menus.
- Reliable, honest, and trustworthy, demonstrating an outstanding work ethic and integrity.
- Ability to perform under pressure and willingness to work overtime when required.
- Demonstrated leadership qualities, with the ability to motivate and develop team members to reach their full potential.
- Effective project management and networking skills to support seamless kitchen operations.
- Strong ability to work as part of a team, building trust, confidence, and respect with colleagues and managers.
- Excellent organisational skills to complete tasks efficiently within time, quality, and budget constraints.
- Willingness to encourage and consider the input and ideas of others.
- Genuine passion for food and service, with the ability to develop and motivate a competent and inspired team.
- Proficient computer skills and a relevant tertiary qualification or equivalent.

Acknowledgement:

I confirm that I have read and understand the duties and responsibilities outlined for this role. I commit to performing my role in a manner that supports the success of Te Puia, contributes meaningfully to its growth and development, and upholds its core kaupapa, values, and objectives with integrity and dedication.

Name: _____

Signed: _____

Date: _____