



## Head Chef

The Head Chef provides effective oversight for kitchen management while supervising food production and service delivery across Whakapapa's operations.[cite:1] The role leads the preparation of quality food that meets or exceeds guest expectations, provides leadership and guidance to kitchen staff, and supports a positive and professional kitchen culture.[cite:1] The role also carries accountability for food safety compliance, ordering, stocktakes, wage and food cost control, training, rostering, and daily kitchen standards.

### Key Responsibilities:

#### Food quality and guest experience

- Ensure quality standards are maintained for presentation, consistency, timeliness, and portion control.
- Lead the delivery of food offerings that support guest satisfaction across winter and summer operations.
- Maintain recipe, allergen, and dietary information that supports safe and consistent service.
- Foster a guest service culture and ensure kitchen staff support a high standard of service.

#### Kitchen operations and food safety

- Ensure kitchen areas are maintained daily for hygiene and safety in preparation, presentation, and food storage in accordance with the Food Control Plan.
- Lead Food Control Plan adherence, monitoring, and review, including required operational records.
- Prepare and cook appropriate amounts of stock to meet demand while minimising waste.
- Ensure all safety and operational checks are completed and standards are consistently maintained.

#### Leadership and people management

- Lead, coach, and support chefs and kitchen attendants in day-to-day operations.
- Assist in training and development so all staff can effectively meet customer needs and operational goals.
- Ensure performance standards are clearly communicated and monitored, and support performance appraisals as directed.
- Build effective working relationships with the wider food and beverage team and other departments.

#### Commercial and administrative performance

- Prepare and place stock orders within agreed timeframes and stock levels.
- Conduct stocktakes within agreed timeframes and maintain stock integrity.
- Maintain food costs within established limits and support profitable menu delivery.
- Maintain kitchen wage costs within budgeted guidelines and complete rosters and timesheets accurately and on time.
- Contribute ideas that improve efficiency, consistency, and kitchen performance.

#### Other duties

- Provide assistance to fellow team members as required.
- Perform other reasonable duties and comply with reasonable instructions issued by the employer.

### Qualifications and experience required:

#### Essential

- Level 4 New Zealand Certificate in Hospitality (Professional Cookery) or a similar international qualification.
- Minimum of 4 years' experience in a professional kitchen.
- Prior senior chef experience leading a kitchen team of minimum 10 people.
- Strong knowledge of safe food handling principles and practices.
- Demonstrated leadership capability and the ability to build effective relationships with a wide range of people.

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**Desirable**

- Experience in high-volume or seasonal hospitality environments.
- Experience with menu costing, rostering, and profitable menu implementation.
- Experience supporting events, functions, or multiple service styles.

**Key Competencies and personal qualities required:**

- Strong guest service ethic and commitment to quality.
- Punctual, reliable, and able to work with high energy and motivation.
- Flexible and adaptable in changing work environments and weather-dependent conditions.
- Positive and constructive response to feedback, ideas, and operational change.
- Strong communication, delegation, and relationship-building skills.
- Calm under pressure and able to support a positive team culture during busy periods.