



POSITION DESCRIPTION

Executive 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.

TE PUIA | NZMACI VISION

To perpetuate excellence in Māori Arts, Crafts & Culture.

TE PUIA | NZMACI VALUES

Manaakitanga - Whanaungatanga – Kaitiakitanga

TE PUIA | NZMACI 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>	Imaging 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.

Te Puia NZMACI Operational Background

Te Puia NZMACI is a multi-purpose facility with many different offerings within the market.

The Food & Beverage Team are charged with utilising the many different facilities to maximise turn-over and occupancy.

These facilities include:

- Pātaka Kai, Restaurant, Bar & Café (including Terrace and Courtyard)
- Whakaruruhau Function Space
- Pōhutu Boardroom
- Te Whare Tapere
- Te Poari
- Pōhutu Geyser Marquee
- Ngararatuatara (cooking pool) Marquee
- Plus other spaces that may be utilised from time to time

Within market we have our regular day to day visitor offerings including Buffet Lunch and Dinners, Te Po, plus Hia Kai Café and Bar.

We also provide special F&B offerings including Steam Box, Ingo and other additional offers from time to time.

Along with these regular offerings we provide opportunities to host Conferences, Meetings, Private Functions, Concerts and almost any other opportunity that is compatible with our facilities and our offer.

Position reports to:

GM Operations and Site Development

Direct reports to position:

All kitchen staff

Key Relationships (Internal):

Kitchen team; Food & Beverage team; Marketing & Sales team; Events and MICE Sales Manager, Visitor Experience team, Reservations Manager; Capacity Manager; Health & Safety and Sustainability Manager; Te Puia SMT.

Key Relationships (External):

Manuhiri; Food & Beverage sales representatives and suppliers.

Purpose of position:

- To ensure Te Puia | NZMACI is offering world-class food and beverage experiences that are unique and Māori inspired and are being delivered in cutting edge facilities.
- To develop and grow a highly customer centric team of professionals with a focus on continuous improvement and sustainability.
- To work collaboratively with the Food & Beverage Manager to ensure seamless coordination between kitchen and front of house.
- To create innovative and high-quality menu offerings that align with Te Puia's cultural values.
- To lead the culinary operations of the F&B department, managing kitchen staff and operational delivery for all experiences including conferences and events.
- To contribute to the growth and awareness of Te Puia's Food and Beverage offerings, ensuring a prominent place in people's preferences.
- To assist in developing a highly skilled and customer-centric kitchen team with a focus on continuous improvement and passionate service.
- Implement sustainability options within the kitchen operation in conjunction with Sustainability Manager.

Primary Duties & Responsibilities:**Leadership and Culinary Vision**

- Provide visionary leadership for the culinary team, aligning with Te Puia's cultural values.
- Develop innovative and culturally rich menus that showcase the best of Māori cuisine.
- Ensure the culinary offerings align with the overall mission and values of Te Puia.

Operational Oversight

- Direct and oversee all culinary operations, collaborating closely with the Food & Beverage Manager and kitchen staff.
- Maintain high standards of food quality, presentation, and service across all outlets.
- Manage kitchen staff, including chefs and kitchen attendants.

Menu Development and Excellence

- Lead menu planning, considering cultural authenticity, seasonal availability, and guest preferences.

- Conduct regular tastings, evaluations, and updates to maintain a high standard of culinary excellence.
- Collaborate with the Food & Beverage Manager to create cohesive and innovative food and beverage experiences.

Cost Management

- Implement cost-effective measures without compromising on quality.
- Manage food and labour costs, ensuring adherence to budgetary guidelines.
- Optimize kitchen operations to minimize wastage and maximize efficiency.

Staff Development and Training

- Implement a comprehensive staff training program to enhance culinary skills and cultural understanding.
- Foster a positive and collaborative work environment, encouraging continuous improvement.
- Work closely with the Food & Beverage Manager to ensure seamless coordination between front and back of house.

Compliance and Safety

- Ensure compliance with health, safety, and food hygiene standards.
- Oversee adherence to relevant regulations, including licensing requirements.
- Provide training to kitchen staff on hygiene practices and safety protocols.

Collaboration and Communication

- Collaborate with the Food & Beverage Manager, marketing team, and external partners for promotional activities.
- Communicate effectively with internal stakeholders, including the executive team, front-of-house staff, and kitchen team.

Customer Experience

- Contribute to an exceptional culinary experience for our manuhiri.
- Address customer inquiries and feedback related to culinary offerings with a commitment to exceeding expectations.
- Stay attuned to industry trends, ensuring Te Puia remains at the forefront of culinary innovation.

Sustainability Initiatives

- Implement sustainable practices within the culinary operation in collaboration with the Health & Safety and Sustainability Manager.
- Source ingredients locally and ethically, aligning with Te Puia's commitment to kaitiakitanga (guardianship).

Key Role Outcomes:

- Kitchen is kept clean, organized, and meets all health and safety standards.
- The menu offerings align with Te Puia's cultural values and provide a diverse and innovative culinary experience.
- Kitchen staff are fully trained, motivated, and aligned with Te Puia's cultural principles.
- Satisfied customers who rave about the food and the culinary experience at Te Puia.

- Pātaka Kai is a busy Restaurant, Café & Bar with local support providing all year-round business.
- The principles of LEAN (waste reduction and continuous improvement) and Sustainability are evident in the day-to-day kitchen operation.

Person Specifications

- Proven experience as an Executive Chef or in a senior culinary leadership role in a high-volume upmarket kitchen.
- A commitment to Māori protocol, te reo Māori, traditions and customs with an ability to conceptualise and realise these in the development of the total Te Puia experience.
- Demonstrated creativity with food and ingredients and previous experience with menu design and food costing.
- Culinary degree or equivalent qualifications.
- Current knowledge of Māori culture, cuisine, and arts is advantageous.
- Strong leadership, organizational, and communication skills.
- Ability to thrive in a dynamic, fast-paced environment.
- Able to work evenings, weekends, public and school holidays as required.
- Have a fresh and innovate approach to food production with the ability to design new and exciting café style menus.
- Ability to work under pressure and willing to work overtime if necessary.
- Proven innovative and creative thinker with a proven ability to incorporate these attributes into achieving product and service delivery expectations.
- Proven leadership qualities with a demonstrated ability to realise the full potential of people.
- A demonstrated willingness and ability to contribute as a team player who has the ability to build trust, confidence and respect with other Managers.
- Strong organisational skills and abilities to enable the effective completion of duties and responsibilities within time, quality requirements and financial constraints.
- A willingness to encourage and consider the input of others.
- Proficient computer skills and abilities.

Other Specifications:

- *Creativity:* Develops innovative solutions to work related problems; identifies potential opportunities and ways to capitalize on them.
- *Relations with Others:* Is pleasant, cooperative, and gets along well with others. Keeps manager informed, reports problems promptly, and seeks guidance when needed. Develops and maintains a network of personal contacts within the organisation.
- *Self Confidence:* Asserts own point of view, even when it differs from others (e.g. manager's), shows confidence in own skills and capacity to complete tasks; seeks necessary resources for self and/or staff to work effectively.
- *Flexibility:* Adapts approach to fit with changing conditions, tasks, responsibilities, or people
- *Customer Service Orientation:* Is courteous, patient, pleasant, and helpful with customers; shows understanding for customers' concerns; takes actions to accommodate customer needs whenever possible.
- *Sensitivity:* Demonstrates an awareness of others' concerns, interests, and positions, and takes into consideration the impact that decisions and plans are likely to have on them.
- *Stability:* Performs stably while under pressure or in a changing work environment. Reliable.

- *Technical Skill/Knowledge:* Demonstrates sufficient level of understanding and skill in required technical area.
- *Written Communication:* Expresses ideas in writing clearly, with correct grammar and spelling, and in a well-organised way.
- *Verbal Communication:* Express ideas orally with clarity, appropriate grammar, pace, and nonverbal gestures; listens effectively.

Acknowledgement

I have read and understand the duties and responsibilities required of me within this role. I will endeavour to ensure, at all times, that my actions and behaviours contribute to the success of this role and that I make a significant contribution to the growth and development of Te Puia | NZMACI, and that I will, at all times, promote and uphold the requirements of the New Zealand Māori Arts & Crafts Vesting Act 2020 in furthering its objectives for the Māori people, other people of New Zealand and other indigenous people of the world.

Name: _____

Signed: _____

Date: _____