

Role: Pastry Sous Chef	Region / Department: South & West
Reports to: Head Chef	Pay Grade: Grade 4 Lower £31,925 - £35,134 pro-rata, per annum
Location: Mackintosh at the Willow (may be required, from time to time, to work on projects at other NTS properties)	Type of Contract: Permanent – 40 hours per week
Cost Centre: 3MAW	Activity Code: TRZ

JOB PURPOSE

To supervise the pastry department including overseeing staff, aiding with menu preparation, ensuring food quality and freshness, and monitoring ordering and stock levels. Prepare a variety of desserts, pastries, or other sweet goods and will play a key role in the running of the kitchen by creating and maintaining high standards of quality in both co-operative teamwork and dishes.

Support the Head Chef to deliver standards and efficient delivery of food preparation and operation within the tea rooms, private dining and event spaces of the kitchen at Mackintosh at the Willow creating, preparing and delivering menus to the highest standard whilst maintaining a safe & hygienic catering environment in accordance with health and safety policies and standards. The Senior Pastry Chef will report to the Head Chef and work closely with the VSM F&B at Mackintosh at the Willow.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Supervise pastry team
- Ensure that the required standards are adhered to in the production and preparation of food
- Ensure all complaints, requirements and suggestions by customers are attended to accordingly
- Give appropriate support or guidance to members of pastry team when the need arises and escalate to the Head Chef when appropriate
- Ensure all dishes are prepared and finished to required specification
- Monitor the quality and quantity of food prepared
- Manage HACCP as required
- Prepare a wide variety of goods such as cakes, scones etc. following traditional and modern recipes
- Create new and exciting desserts to renew our menus and engage the interest of customers
- Ensuring the presentation of products produced will be beautiful and exciting
- Monitor stocks for baking ingredients such as flour, sugar etc. and make appropriate orders within budget
- Check quality of material and condition of equipment and devices used for cooking
- Guide and motivate pastry assistants and pastry chefs to work more efficiently
- Support recruitment and training
- Maintain a lean and orderly cooking station and adhere to health and safety standards

Visitor Experience:

- Support the Head Chef to deliver actions plans based on customer feedback and Mystery Shoppers
- To be customer focused at all times and to ensure that customers are given a prompt and efficient service, to be approachable and quick to exceed expectations in fulfilling customer needs
- To ensure all food is cooked, presented and served in line with Trust standards using innovation in the method and style of presentation and food service
- To support the delivery of hospitality events at Mackintosh at the Willow in line with Trust policy and procedure

Health & Safety, Food Safety, the Environment:

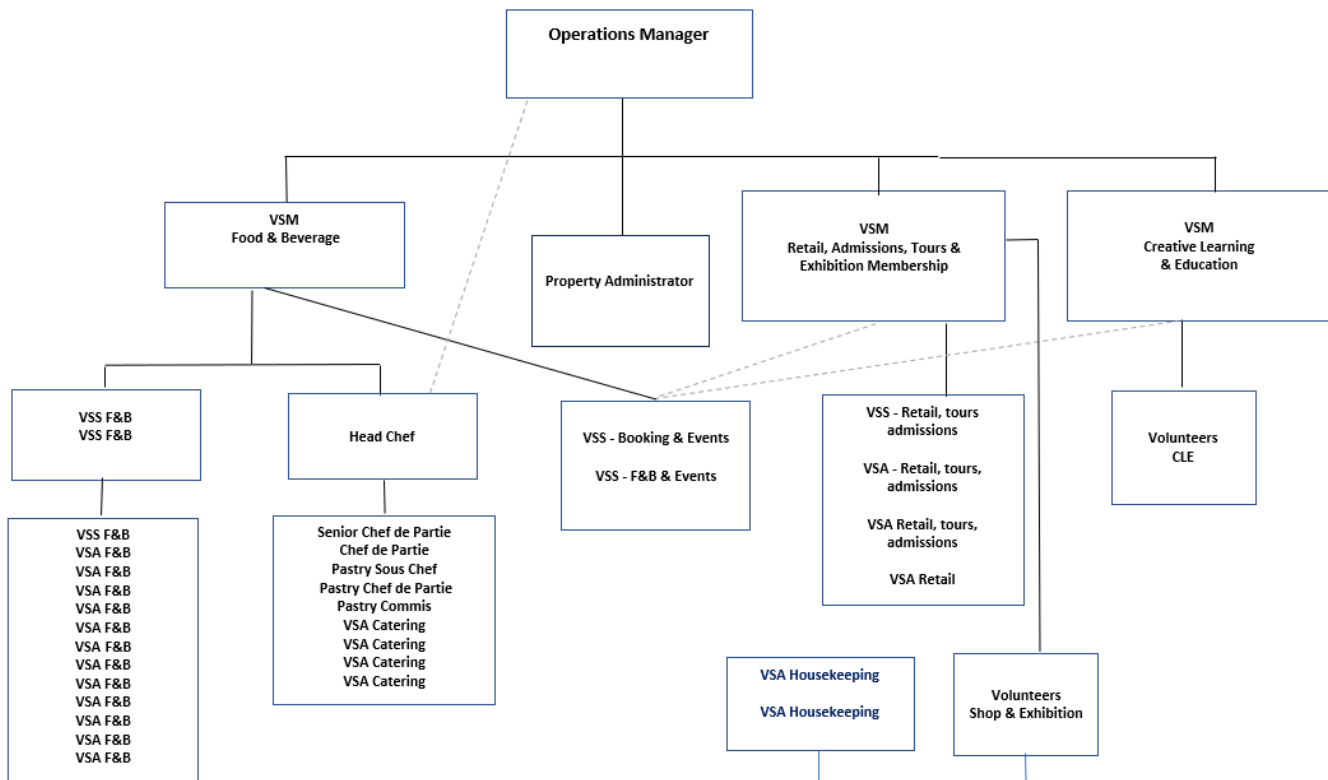
- To ensure that the location meets statutory and company requirements of Health and Safety, Food Safety and Environmental legislations and procedures.
- To conduct Food Safety and Health and Safety Risk Assessments and ensure that all standards and procedures with regards to Hygiene and Safety are established and maintained in line with the Trust manual.
- To ensure all equipment is well maintained and is in good working order.
- To make recommendations for renewal and replacement of equipment when required.
- To maintain location cleaning schedules.
- To ensure that all Trust procedures and work instructions are fully understood and practiced
- To attend all health and safety training courses as required.
- To promote and encourage environment improving initiative, as appropriate within the business.
- To record and report all accidents within the location, adhering to location and company procedures.

This role does not require you to undertake a criminal records check.

REQUIRED QUALIFICATIONS, SKILLS, EXPERIENCE & KNOWLEDGE**Qualifications & Experience**

- Proven experience as Pastry Chef, baker or relevant role
- Working knowledge of various computer software programs used in kitchen management
- Knowledge of Basic health and safety protocols
- Effective communication skills
- A good sense of business; to be efficient and cost effective
- Ability to cope under stressful conditions
- Great attention to detail and creativity
- Willingness to replenish professional knowledge
- In depth knowledge of sanitation principles, food preparation and baking techniques and nutrition
- Working knowledge of baking with ingredient limitations (pastries that are gluten free, sugarless etc.)
- Professional qualifications in pastry or related practices or equivalent experience

Organisational chart



DIMENSIONS AND SCOPE OF JOB

People Management

- To supervise the pastry team and other kitchen roles in absence of the Head Chef
- To support the Head Chef to ensure training is completed in line with the Trust training policy to meet the needs and requirements of the individual and legislation
- To work closely with the VSM F&B and VSS Events to ensure the smooth organisation and delivery of weddings, travel trade groups and private events
- To work closely with the Mackintosh at the Willow Management team to ensure that we provide an excellent visitor experience
- To ensure that all team members are knowledgeable and motivated within their roles and the business through effective induction, accurate job descriptions and on the job training
- Develop & maintain relationships with customers, key suppliers, staff and management within the property

Finance Management

- Support to achieve and maximise budget gross profit and labour costs
- To order all necessary food, dry goods and equipment, obtaining best buys in line with budget objectives

Tools / equipment / systems

- Have a working knowledge of Word and excel
- A sound knowledge of stock control systems
- Knowledge of epos or similar

Workplace context

- This role is primarily based at Mackintosh at the Willow but is required to travel occasionally to other locations on Trust business. Note that as the Trust's properties are often in remote or rural locations where public transport may be limited, the ability and confidence to drive in the UK is desirable.

The Key Responsibilities, Scope of Job, and Required Qualifications, Skills, Experience & Knowledge reflect the requirements of the job at the time of issue. The Trust reserves the right to amend these with appropriate consultation and/or request the post-holder to undertake any activities that it believes to be reasonable within the broad scope of the job or general abilities.

Applications

Interested applicants should forward their Curriculum Vitae (CV) or an Application Form to the People Services Department (Applications) by email via workforus@nts.org.uk, by Sunday 6th April 2025.

- 9 Please ensure your CV includes your full name and contact details, the CV file sent to us should be titled your first initial and surname. When submitting your CV please state the position and job location of the vacancy you are applying for in the subject title or body of your email: For example "Gardener - Culzean"