Position Description

Company	**Skyline Queenstown**	**Date**	**November 2026**
Title	**Sous Chef**	**Reports to**	**Executive Chef Head Chef**
Team	**Kitchen**	**Location**	**Queenstown**

Our Purpose

Skyline's purpose is to share real fun with the world. Gravity is our superpower. But not our only power...

The Sous Chef supports the Executive Chef and Head Chef in leading the day-to-day operation of the kitchen, ensuring exceptional food quality, operational efficiency, food safety compliance, and outstanding guest experiences. Acting as the Head Chef's delegate when required, this role provides leadership, coaching and operational oversight while fostering a positive, inclusive and high-performing team culture.

Our Strategic Goals

DELIVER: Target ROI from all SEL Business units

INVEST: In high potential businesses in outstanding locations

OPERATE: An efficient, agile and sustainable business

EMPOWER: Empower our people to deliver real fun

Our Values and Culture

Skyline Queenstown is a leader in the New Zealand travel and tourism sector. We are successful because of the commitment of our staff towards our company's purpose; to share real fun with the world. We have three values that sum up how we communicate, behave, and work together to achieve our goals. We're Skyliners. We're brave, we care, and we do everything we can to deliver real fun and make people smile.

we're brave

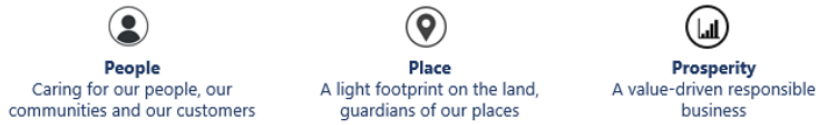
we care

we do

Scope of Role			
Responsible for	The Sous Chef is responsible for supporting the effective leadership and operation of the kitchen, ensuring food quality, safety, consistency and service standards are always maintained. The role contributes to achieving financial targets, developing team capability, driving continuous improvement and delivering memorable guest experiences. The Sous Chef acts as the Head Chef's delegate during periods of absence.		
Key Relationships			
Internal	• All departments • All F&B departments and outlets • All Kitchen staff	**External**	• Guests • Service/ Produce Suppliers

Key Accountabilities and Tasks	
	Description
Operational Leadership	• Support the daily operation of the kitchen, ensuring efficient service delivery and consistent execution of food standards. • Maintain exceptional standards of food quality, presentation, portion control and consistency. • Lead service periods and coordinate kitchen activities to ensure smooth and efficient operations. • Monitor production levels to align with forecast demand and minimise food waste. • Assist with menu development, implementation and recipe management in accordance with Skyline SOPs. • Ensure recipes, specifications and production procedures remain accurate and up to date. • Monitor kitchen equipment and facilities, ensuring maintenance issues are reported and actioned promptly. • Support stock ordering, inventory management and supplier relationships in line with purchasing procedures. • Contribute to achievement of food cost, labour cost and budget targets. • Monitor waste levels and identify opportunities to improve efficiency, reduce costs and enhance productivity. • Maintain accurate production, wastage and compliance records. • Support business improvement initiatives and operational excellence across the kitchen.

People Leadership & Development	• Lead, motivate and support team members to deliver exceptional performance and guest experiences. • Provide coaching, guidance and constructive feedback to support individual development. • Assist with recruitment, onboarding and training of kitchen team members. • Support succession planning and identification of future talent. • Foster a respectful, inclusive and collaborative workplace culture. • Create an environment where team members feel safe, supported and valued. • Delegate responsibilities appropriately while developing team capability and accountability. • Model Skyline values and expected behaviours at all times. • Support workforce planning and rostering requirements as directed by the Executive Chef or Head Chef. • Assist in managing team performance and addressing workplace concerns in accordance with company policies.
Food Safety, Quality & Compliance	• Ensure compliance with Skyline's Food Control Plan, food safety procedures and all relevant legislative requirements. • Maintain CHOMP documentation and ensure compliance standards are consistently achieved. • Monitor food storage, handling, labelling and temperature control procedures. • Ensure food rotation practices are followed and product quality is maintained. • Conduct regular quality checks and correct non-conformances promptly. • Support internal and external food safety audits and inspections. • Promote a culture of accountability for hygiene, cleanliness and compliance throughout the kitchen.
Guest Experience	• Deliver and maintain exceptional guest service standards across all food and beverage operations. • Respond professionally and promptly to guest feedback, concerns and complaints. • Support the resolution of service issues in a manner that enhances guest satisfaction. • Maintain a strong understanding of Skyline's products, services and experiences. • Work collaboratively with front-of-house teams to ensure seamless guest experiences. • Prioritise guest needs while maintaining operational effectiveness and food quality standards.
Other Responsibilities	• Work collaboratively with colleagues across all departments. • Maintain confidentiality regarding business, employee and guest information. • Support Skyline sustainability initiatives and waste reduction programmes. • Demonstrate flexibility by performing other reasonable duties consistent

	with the role. • Contribute positively to Skyline's culture and workplace environment.
Social, Environmental & Governance Sustainability	Ensure any actions, projects or proposals consider and proactively support the priorities of the Skyline Sustainability Framework:  **People** Caring for our people, our communities and our customers **Place** A light footprint on the land, guardians of our places **Prosperity** A value-driven responsible business • Ensure recycling and waste management practices are carried out where possible. • Maintain your work area to an environmentally acceptable standard. • Make suggestions for environmentally sustainable improvements.
Health & Safety	Ensure a personal and organisational commitment to, and delivery against, health and safety (Safe Place, Safe People, Safe Practices) and sustainability objectives. • Take responsibility for meeting Skyline's obligations in workplace health and safety by making sure own actions keep yourself and others safe. • Conduct your work in a safe and reliable manner, adhering to Skyline's H&S procedures. • Champion and advocate H&S where appropriate in your everyday interactions. • Undertake H&S administrative processes as required. • Monitor and maintain health and safety systems and regularly review hazard management procedures and actively promote safe workplace practices. • Support continuous improvement of health and safety performance across the kitchen.
Knowledge, Experience & Qualifications	
Essential	• 6 + years of kitchen experience or relevant qualification, • Demonstrated experience in a commercial kitchen environment. • Previous leadership or supervisory experience within hospitality or food production operations. • Experience in stock control, food costing and production planning. • Ability to lead high-performing teams in a fast-paced environment. • Strong understanding of kitchen operations, service delivery and quality management.
Desirable	• Knowledge of food safety, hygiene, and New Zealand Food Control Plan • Experience within a high-volume tourism, hospitality environment. • Knowledge of inventory management and food cost control systems. • Experience contributing to menu development and product innovation. • First Aid certification. • Experience managing compliance and food safety audits.
Person Specification / Key Attributes	

Essential	• highly organised, reliable and dependable. • excellent communication skills. • has a positive "can-do" attitude and takes pride in their work. • the ability to multi-task and the confidence to use your initiative. • attention to detail and the ability to follow procedures and processes. • ability to work efficiently under pressure while maintaining high standards.

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment. This position description may be reviewed and amended from time to time during your employment after consultation with you.

Employee Name:	
Employee Signature:	
Date:	