



## JOB DESCRIPTION

<b>Job Title</b>	Team Leader Haeata Kitchen
<b>Service</b>	Māori Development Services – Hub, Haeata & FOH
<b>Location</b>	Haeata, HomeGround, 140 Hobson Street, Auckland CBD
<b>Reports to</b>	Kaiwhakahaere (FoH, Hub & Haeata Manager)
<b>Direct reports</b>	Ringawera (Chef/Cook) and Relief Chef/Cooks
<b>Date Prepared / updated</b>	July 2024
<b>Key Relationships</b>	Haeata, Hub, Front of House teams, volunteers, and whānau clients

### About the Organisation

Auckland City Mission - Te Tāpui Atawhai supports Aucklanders in greatest need. Our services have evolved as the city's social needs have done and we respond to these needs with care and compassion while advocating for a reality where there are: enough suitable homes, enough money for nutritious food and easily accessible health care for all. Since our doors opened more than 100 years ago, this has been our 'why'. We offer support for however long and in whatever way needed – for some people that's simply accessing one of our many services, for others that's a complex journey with our full support.

Haeata is our community kitchen which serves nutritious meals 7-days a week. It is also a place where we create whanaungatanga, positive connections with whānau who seek meaningful relationships and immediate supports to have their needs met.

### Purpose of Job

The Team Leader Haeata Kitchen - will lead the development, service delivery, direction, goals, and objectives to ensure Haeata (community kitchen – wharekai) functions smoothly 7-days a week. They will work alongside the Team Leader Haeata to align the strategic vision principles and organisation values are applied through a te ao Māori worldview framework. This will enhance staff interaction in whānau engagements by fostering a space that is about kai (food) and connection (whanaungatanga), so the customer experience is a positive one.

A strong oversight of budgets making sure that all ordering is coming within allocated budget. Rostering kitchen staff ensuring that the kitchen is staffed adequately. Line Management of all kitchen staff, which will include 1:1's and performance appraisals.

### Key Roles and Responsibilities

#### Manage and Develop Services

- Supervise, mentor and support kitchen staff.
- Maintain rostering ensuring all shifts are covered.
- Conduct regular team meetings to discuss operational updates and address issues.



- Identify and provide training and development opportunities.
- Oversee the preparation and cooking of meals.
- Ensure high standards of food quality and food preparation.
- Coordinate the planning and execution of special meals and events.
- Ensure the kitchen facility is clean, organised, and well-maintained at all times.
- Ensure the kitchen is working within allocated budgeting.
- Document team processes and systems.
- Comply with all legislative and regulatory requirements. Including reporting any breaches as soon as they become known.
- Adhere to all Mission operating procedures, policies, guidelines and standards of integrity and conduct.

#### **Develop high performing teams.**

- Advocate for the Mission and the people it serves, promoting its beliefs and raising social issues from a Māori perspective learned through working with people in desperate need.
- Coach and encourage all staff to develop relationships that support the Mission and its work.
- Individual one to one performance and development plans for each team member are created quarterly, and regular one-to-one meetings occur.
- Contribute to building a strong collaborative leadership team that ensures decision making is timely and rigorous, performance is well managed, and the organisation is well lead.
- Communicate the Mission's strategy so that everyone understands their role in achieving its goals and objectives.

#### **Culture and Commitment**

- Constructively participate as part of the Māori Development Services, committed to maintaining a positive work environment with co-workers
- Act in a professional manner always when engaging with co-workers, whānau clients, peers and external stakeholders adhering to company Code of Conduct
- Attend and proactively participate in all meetings, training, and team activities.
- Proactively look for ways to improve the service experience for whānau clients.
- From time to time, you may be required to perform other reasonable duties as requested by your line manager.
- Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate this into your work.



### Skills and Experience

- Relevant qualification/Experience in leading commercial kitchens
- Experience in managing and delegating to staff and volunteers.
- Confident with basic food preparation, and sound knowledge of food safety regulations and practices
- Knowledge of budgeting and ordering and working within allocated budgets
- Knowledge of nutrition, meal planning, ordering in line with budget.
- Commitment to the Auckland City Mission (Te Tāpui Atawhai) brand and culture
- Commitment to embodying the principles of the Treaty of Waitangi in organisational practice.
- An appreciation of the multi-cultural nature of both New Zealand and the Mission's staff, volunteers and whānau clients
- Willingness to advocate for (social Justice), improved social conditions and a fair sharing of the community's resources.
- Has a reputation as a people influencer and leader, who is trusted and leads in a tika, pono and aroha way.
- Knowledgeable, passionate and demonstrates patience and aroha in teaching others.
- Resilient, adaptable and a flexible attitude.
- Ability to successfully manage competing demands and priorities and remain outcomes focused. Strong leadership skills that can empower and motivate others to effectively deliver results.
- Strong sense of self and culture.