



## **1. POSITION: HEAD CHEF**

The incumbent will report to the Director: Finance and Administration.

**PATTERSON : GRADE D2**

**MINIMUM : N\$ 432, 033. 00 (Total Employment Cost)**

**MAXIMUM : N\$ 561, 643. 00 (Total Employment Cost)**

### **PRIMARY PURPOSE**

The main purpose of this position is to manage the smooth and efficient operation of the NIPAM Cafeteria to ensure the Institution's reputation for food quality, the overall management of the Cafeteria staff and to ensure that stock is controlled.

### **KEY PERFORMANCE AREAS**

#### **Menu Planning and Development:**

- Develop and design diverse menus with the dietary requirements and preferences of NIPAM's clients.
- Create innovative and exciting dishes while considering clients' preferences and nutritional guidelines.
- Continuously update menus to introduce new flavors, ingredients, and culinary trends.

### **Food Preparation and Cooking:**

- Oversee and participate in preparing, cooking, and presenting meals, ensuring they are of the highest quality and meet NIPAM's standards.
- Monitor portion control, food wastage and ensure efficient use of ingredients to maintain cost-effectiveness.
- Implement and enforce strict food safety and hygiene standards in compliance with regulatory requirements.

### **Inventory Management and Ordering:**

- Manage inventory levels of food and kitchen supplies, ensuring adequate stock levels are always maintained.
- Collaborate with suppliers and vendors to source high-quality ingredients at competitive prices.
- Monitor food costs and implement strategies to control expenses without compromising quality.

### **Kitchen equipment management:**

- Plan orders of equipment or according to identified needs.
- Arrange for equipment maintenance and or repairs when necessary.

### **Quality assurance and Customer Satisfaction:**

- Maintain high standards of food quality, taste, and presentation to exceed customer expectations.
- Conduct regular inspections of food preparation areas, equipment, and storage to maintain cleanliness, safety, and sanitation standards.
- Address any customer concerns or feedback promptly and take appropriate measures for improvement.
- Strive to exceed customer expectations by consistently delivering delicious, visually appealing, and nutritious meals.

### **Budgeting and Cost Control:**

- Assist in developing and managing the cafeteria budget, ensuring cost-effective operations.
- Monitor food costs, portion control, and waste reduction strategies to maximize profitability.
- Identify opportunities for cost reduction without compromising quality or customer satisfaction.
- Monitor expenses, analyze variances, and implement corrective actions when necessary.

### **Staff Management:**

- Leads the cafeteria team.
- Monitors staff activities to ensure compliance with NIPAM and industry legislations, policies, procedures, and practices.
- Provide guidance, training, and feedback to ensure consistent skill development and optimal performance.
- Foster a positive work environment that promotes teamwork, creativity, and professionalism.
- Ensures that every team member signs a Performance Agreement.

### **Personal effectiveness and competency development:**

- With guidance from the Asset Management and Procurement Manager implement the performance agreement.
- Work with the manager/supervisor and identify training needs to improve work performance.
- Attends to approved developmental programs and ensures that learning takes place according to agreed time frames.

## **EXPERIENCE AND QUALIFICATIONS**

### **Minimum Qualifications and Experience**

- Degree in Culinary Arts/ Hospitality Management or equivalent qualification at NQA Level 7.
  - Eight (8) years relevant experience of which three (3) years should be in a Head Chef or Chef position in a high – volume food service establishment.
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## **2. POSITION: ASSISTANT HEAD CHEF**

The incumbent will report to the Head Chef.

**PATTERSON : GRADE C2**

**MINIMUM : N\$ 302, 627. 00 (Total Employment Cost)**

**MAXIMUM : N\$ 393, 416. 00 (Total Employment Cost)**

### **PRIMARY PURPOSE**

The main purpose of this position is to support the Head Chef in the operations of the NIPAM Cafeteria. This position plays a vital role in maintaining the Institution's reputation for food quality, the management of the Cafeteria staff and to ensure that the stock is controlled.

### **KEY PERFORMANCE AREAS**

#### **Food preparation and production:**

- Assists the Head Chef in planning and organizing daily food preparation and production activities.
- Prepare and cook high quality meals according to standardized recipes and portion sizes.

- Ensure that all meals are prepared with high-quality ingredients and meet the required standards of taste, appearance, and nutritional value.
- Monitor and manage food stock levels to ensure availability of ingredients and prevent shortages.
- Adhere to health and safety regulations, maintaining strict hygiene and cleanliness standards in the kitchen.

### **Menu Planning and Development:**

- Collaborate with the Head Chef to create innovative and diverse menus that cater to the preferences and dietary requirements of NIPAM's clients.
- Assist in sourcing new ingredients and suppliers to enhance the quality and variety of food offerings.
- Make recommendations for menu changes based on feedback from clients and emerging food trends.
- Ensure that menu items are appropriately priced, considering ingredient costs and maintaining profitability.

### **Kitchen Operations:**

- Ensure efficient workflow and timely execution of food orders to meet customer expectations.
- Monitor inventory levels, order ingredients and supplies, and maintain proper stock rotation to minimize waste and maximize freshness.
- Collaborate with the Head Chef to develop and implement kitchen policies and procedures.

### **Inventory Management:**

- Monitor and maintain appropriate levels of kitchen supplies, ingredients, and equipment.
- Coordinate with the procurement team to ensure timely replenishment of stock.
- Conduct regular inventory audits and report any discrepancies to the Head Chef.

### **Food Safety and Hygiene:**

- Maintains strict adherence to food safety and sanitation standards.
- Monitors and documents temperature logs, ensuring proper storage, handling, and cooking of food items.
- Oversees regular cleaning and maintenance of kitchen equipment and utensils.
- Stays updated on food safety regulations and implement necessary changes in kitchen procedures.

### **Budgeting and Cost Control:**

- Assist the Head Chef in developing and managing the kitchen's budget.
- Control costs by minimizing waste, optimizing ingredient usage, and implementing efficient cooking techniques.
- Monitor and record food and supply expenses accurately.

### **Personal effectiveness and competency development:**

- With guidance from the Head Chef implements the performance agreement.
- Work with the Head Chef and identify training needs to improve work performance.
- Attends to approved developmental programmes and ensures that learning takes place according to agreed times frames.

## **EXPERIENCE AND QUALIFICATIONS**

### **Minimum Qualifications and Experience**

- Diploma in Culinary Arts/ Hospitality Management or equivalent qualification at
  - NQA Level 6
  - Five (5) years as a Chef in a high – volume food service establishment.
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### **3. POSITION: WAITRESS x 2**

The incumbent will report to the Head Chef

**PATTERSON : GRADE B2**

**MINIMUM : N\$ 211, 982. 00 (Total Employment Cost)**

**MAXIMUM : N\$ 275, 577. 00 (Total Employment Cost)**

#### **PRIMARY PURPOSE**

The main purpose of this position is to provide exceptional customer service to all clients and ensuring a pleasant dining experience. This position is crucial in maintaining the high standards of service and professionalism expected at NIPAM.

#### **KEY PERFORMANCE AREAS:**

##### **Customer Service:**

- Greet and welcome customers in a friendly and professional manner.
- Assist customers in choosing menu items and provide recommendations if needed.
- Take accurate orders from customers and ensure prompt delivery to the kitchen.
- Serve food and beverages to customers while adhering to NIPAM's service standards.
- Attend to customer inquiries, concerns, and complaints promptly and professionally.

##### **Food and Beverage Operations:**

- Collaborate with the Chefs and kitchen staff to ensure accurate and timely food delivery.
- Monitor food quality and presentation to ensure it meets NIPAM's standards.
- Handle and serve beverages, ensuring proper preparation and presentation.
- Maintain knowledge of the menu items, including ingredients, specials, and modifications.
- Ensure cleanliness and organization of dining areas, including tables, chairs, and condiments.

## **Cash handling and Order Processing:**

- Receive and process customer payments accurately, using the designated point-of-sale system.
- Handle cash transactions, provide change, and process credit card payments.
- Maintain proper cash register procedures and reconcile sales at the end of each shift.

## **Personal effectiveness and competency development:**

- With guidance from the supervisor implement the performance agreement.
- Work with the supervisor and identify training needs to improve work performance.
- Attends to approved developmental programs and ensures that learning takes place according to agreed times frames.

## **EXPERIENCE AND QUALIFICATIONS**

### **Minimum Qualifications and Experience**

- Grade 12
- Level 3 qualification in Food and Beverages or related field.
- Three (3) years' relevant experience in a high – volume food service establishment.

NIPAM is an equal opportunity employer and encourages applications from designated groups e.g., women and persons with disabilities in terms of the Affirmative Action (Employment) (Act No. 29 of 1998).

**Note:** All foreign obtained qualifications must be accompanied by an evaluation from Namibia Qualification Authority. Applications should include the following: Application letter Curriculum Vitae, Certified copies of qualifications and Identification document or passport.

The closing date for applications is **03 November 2023 at 16:00 PM.** Applications should be emailed to [recruitment@nipam.na](mailto:recruitment@nipam.na)