

JOB DESCRIPTION

Job Title: Cook

Reports to: Hospitality Supervisor

Grade: Scale 4

Job Purpose: To have full responsibility for the catering facilities and supervise all staff when they are working in these areas. To assist in the running of the catering department in an economical and efficient way, offering an excellent and safe service to customers. To ensure meals and service are delivered to a high standard, and that set policies and procedures are adhered to. To supervise the Catering operation in the absence of the Hospitality Supervisor.

Principal Accountabilities

Health and Safety

- Comply with set policies and procedures and all statutory Health and Safety requirements.
- Ensure the food safety of customers with special dietary needs by following the correct allergy procedures.
- Ensure correct use of facilities and equipment and report immediately any faults to the Hospitality Supervisor.
- Complete all paperwork accurately and in a timely manner.

Cleaning and Hygiene

- Maintain the highest standards of cleanliness and hygiene of all catering facilities and equipment.
- Ensured deep cleans are carried out as directed by the Hospitality Supervisor.
- Maintain a high standard of personal cleanliness and hygiene.

Customer Service and Hospitality

- Provide excellent customer service to all users of the catering provision.
- Provide hospitality services to conference and special interest groups.
- Liaise with group leaders and the Hospitality Supervisor regarding timings, dietary needs, dining room procedures and any other requirements requested by the customer.

Food Storage, Preparation and Service

- Plan, prepare, cook and serve dishes in line with recipes, menus, timescales and standards set.
- Produce meals within agreed budgets and ensure correct stock and portion control.
- Check sign for and unload deliveries.
- Maintain correct food storage and stock rotation at all times.
- Supervise correct use of kitchen equipment.
- Plan, organise and supervise day-to-day catering operations.
- Assist in the ordering of food and catering consumables.
- Preparation of dining areas, including the erection and dismantling of dining furniture and serving equipment.
- Complete a detailed handover on the changing of shifts.
- Contribute to recipe and menu ideas.
- Work closely with the Hospitality Supervisor to ensure correct stock levels are kept, and excellent catering service is delivered

Supervisory Duties

- Supervise the Catering operation in the absence of the Hospitality Supervisor.
- Ensure all catering team members comply with set policies and procedures and all statutory Health and Safety requirements.
- Direct the work of agency staff, ensuring a full induction is given to set policies, procedures and ways of working, and that a full handover is given.
- Signing agency timesheets in the absence of Hospitality Supervisor, ensuring they accurately reflect hours worked and breaks taken.
- Complete a fair and efficient staffing rota in the absence of the Hospitality Supervisor.
- Assist in providing training to other members of the catering team and agency staff.

Safeguarding

- We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment. An Enhanced DBS check will be carried out.

Other

- Attend meetings and training as required for personal and professional development.
- Undertake any other duties that may be required for the effective operation of the catering service as directed by the Hospitality Supervisor or Centre Management.

PERSON SPECIFICATION

The following criteria are appropriate for this post. You must meet the essential criteria in order to be shortlisted for the post and it would be advantageous if you meet the desirable criteria.

Education, Qualifications & Training

Essential:

- Level 2 Food Hygiene Certificate (training can be given).
- Level 1 Cooking/Catering qualification e.g., NVQ 1 or City and Guilds 706/1

Desirable:

- Level 2 Cooking/Catering qualification e.g., NVQ 2 or City and Guilds 706/2
- Level 3 Food Hygiene Certificate.
- First Aid Certificate

Experience

Essential:

- Experience in the Catering/Hospitality industry.

Desirable:

- Experience in a role dealing with customers, ideally both adults and children.
- Experience in supervising and directing the work of others.

Knowledge

Essential:

- Food hygiene and Health and Safety: A sound understanding of current food hygiene practices and legislation.
- Knowledge in the preparation and cooking of healthy, high quality meals for a range of customer needs.
- An understanding of the importance of good customer service.

Skills & Attributes

Essential:

- Ability to produce high quality meals within specified standards.
- Ability to work unsupervised.
- Ability to plan and organise work, and to delegate tasks.
- Excellent team worker with good interpersonal skills.
- Friendly, approachable and helpful.
- Good communicator with adults and children.
- Good personal hygiene and well presented.

- Awareness of individual and group needs.
- Willingness to learn new skills.

Safeguarding

Essential:

- Demonstrate an understanding of the safe working practices that apply to this role.
- Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.

Special Requirements

Essential:

- Flexible to work when required via a rota system, including some early evenings, weekends and bank holidays.
- Appropriate level of fitness to carry out necessary duties.