

Job Title: Cook

Reports To: Head Chef

Reporting to Job Holder:

Overall Purpose: Primary Focus on Care Centre Food Service Delivery

To assist the kitchen brigade to provide high quality, resident focused catering services to the Village & care centre, colleagues and visitors (diners). To contribute to the continuous improvement and development of the catering service to meet the evolving needs of all current and prospect residents

Principle Accountabilities:

Planning and organising

- To assist in the preparation of menus for all catering operations which demonstrate flair, imagination and a commercial awareness and which takes account of the varying nutritional and dietary needs diners
- To prepare, cook and present high quality, innovative and creative cuisine for diners incorporating their cultural and dietary needs
- To understand the requirements of providing food to owners living with the Village
- To understand the complex needs of textured modified diets for the care centre residents
- To assist in the effective management of food stock, including, stock control, waste management and portion control
- To contribute to the implementation of quality assurance programmes for catering services as required by the Head Chef
- To comply with Ben's policies and procedures
- To contribute to the maintenance of management information systems within catering services which comply with legislative requirements on confidentiality, accuracy, access to and the safe and secure storage of identifiable personal data
- To help and support the Kitchen Assistants in the execution of their duties including covering their roles during short periods of absence/breaks
- To produce menu item ensuring compliance with our allergens policy

Business focus

- To comply with current Fire, Health & Safety at Work, Environmental Health and associated legislation by observing Ben's policies and procedures and carrying out safe procedures and practices at all times, following appropriate reporting arrangements as required
- To comply with food safety and hygiene systems, procedures and practices within food production areas in line with Ben's requirements and participate regular food safety and hygiene audits in liaison with the Head Chef/Second Chef
- To follow current infection control guidelines within the service to minimise risk to residents of the care centre in the event of an outbreak of Norovirus or Coronavirus
- To follow cleaning schedules to ensure that all kitchen, fridge, service and storage spaces, are cleaned to a high standard

- To operate kitchen equipment safely reporting any failures
- To comply with Ben's protocols and requirements on maintaining confidentiality

Communication

- To ensure all communications and interactions with residents and colleagues is effective, sensitive and professional
- To assist in the effective communication with catering team colleagues to ensure they are fully informed about matters which affect their day-to-day work and practice

Managing performance

- To support the maintenance of a performance and service excellence culture within the service
- To participate in the assessment and evaluation of the quality and effectiveness of catering services provided to residents and contribute to the development and implementation of service/standard improvement plans to enhance the resident experience as required

Stakeholder relationships

- To represent Ben in a positive manner with current and prospective residents and other stakeholders

Achieving service excellence

- To support the delivery of consistent, high quality catering services to all diners ensuring an experience which often exceeds expectations

Additional duties

- To attend meetings and training sessions as required to support continuous learning and development and performance improvement.
- To undertake any other duties specified from time to time by the Head Chef /Second Chef

This job description is not intended to be an exhaustive list of responsibilities and will be regularly reviewed and amended as necessary after consultation.

Deliverables – Key Measures:

Planning and organising

- To contribute to the provision of a high quality catering service to diners which delivers a variety of appetising food options produced to the highest standards of food hygiene and which maintains resident choice in meeting their nutritional needs

Business focus

- To assist in the effective reporting, assessment, management and recording of Health, Safety, infection control and environmental risks in respect of Kitchen activities

- To contribute to the consistent maintenance of excellent catering, food safety and hygiene standards and practices and effectively recorded within catering services to ensure that catering products delivered are safe and minimise the risk of harm to residents
- To ensure that all aspects of the regulatory and organisational policy/procedure frameworks are met
- Safeguarding issues are identified and reported in a timely manner and in line with legislative and organisational requirements

Communication

- Communicating with stakeholders and engaging in a professional and appropriate manner ensuring catering service operation is portrayed in a positive way

Managing performance

- To contribute to meeting Key Performance Indicators (KPI' s) for catering services delivered within the Village/Centre
- To support the delivery of agreed service/quality improvements within agreed timescales

Stakeholder relationships

- Stakeholders experience professional and helpful interactions with Ben colleagues

Achieving resident service excellence

- Gaining feedback from diners about the quality of catering services provided within the Village is positive and that resident expectations have been met or exceeded

Additional duties

- Accept ad hoc tasks/duties as required

PRIDE values

To embody and deliver the role of Commis Chef in line with our values: -

Passionate
Respectful
Inclusive
Driven
Empowered

Experience required:

- Experience of working as a Chef or similar position in a Kitchen in a commercial or not for profit organisation or a catering operation.

Technical Knowledge:

- NVQ Level qualification in professional cookery or equivalent qualification is desirable
- Knowledge of HACCP and food hygiene regulations and procedures

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| <ul style="list-style-type: none"> ▪ Experience of complying with systems and procedures for effective food safety and EHO requirements within a catering operation | <ul style="list-style-type: none"> ▪ Awareness of Health & Safety requirements and their application in of a busy kitchen environment ▪ Basic food hygiene certificate is desirable |
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Other significant role requirements:

- Demonstrate the Core Behaviours for the role
- Able to demonstrate a resident focused approach to service provision
- Able to deal with a range of residents sensitively and with consideration at all times and in a manner, that respects their dignity, independence and choice
- Ability to suggest items for a varied and appropriate menus
- Ability to prioritise, work under pressure and meet deadlines
- Ability to maintain all aspects of confidentiality and to comply with all legislative requirements in relation to residents and colleagues
- Able to demonstrate a commitment to diversity and the achievement of equality of opportunity in both employment and service delivery

Date updated: 01/12/2022

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