

## ROLE PROFILE

<b>Role Title:</b>	Cook
<b>Department:</b>	Retirement Living and Care Services
<b>Role Purpose:</b>	To provide a comprehensive catering service to the scheme and working to instruction as well as on your own initiative in line with the specification of Midland Heart
<b>Reporting to:</b>	Scheme Manager
<b>Responsible for:</b>	None
<b>Disclosure level:</b>	Enhanced
<b>Role Level:</b>	Frontline Worker

<b>Key Role Responsibilities</b>	<ol style="list-style-type: none"> <li>1. To be aware of various cultural and dietary needs liaising with the management team on how these needs are to be addressed.</li> <li>2. Ensure prompt and efficient preparation and service of all meals, at the required times, to the required standards of Midland Heart.</li> <li>3. To ensure that the methods of preparation and presentation comply with the revised recognised catering standards, set by Midland Heart.</li> <li>4. To ensure that the company statutory regulations, in relation to the safety and hygiene operations of the kitchen and ancillary areas, are adhered to by all members of staff and visitors.</li> <li>5. To be responsible for the health, safety and welfare of your self and others at work</li> <li>6. To assist in the placing of orders, checking and receiving deliveries, in accordance with food handling procedures.</li> <li>7. To ensure that the kitchen and ancillary areas are clean and tidy at all times, especially the end of each shift.</li> <li>8. To contribute to training and personal development of self and others</li> <li>9. To promote and uphold the Midland Heart policy on equal opportunities.</li> <li>10. To undertake the duties that commensurate with the grading of the post as may be require</li> </ol>
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<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Food Safety qualification Level 2 is preferred</li> <li>• City and Guilds 706 1&amp;2 or the equivalent NVQ level 2 is preferred</li> </ul>
<b>Knowledge and Experience</b>	<p>Knowledge:</p> <ol style="list-style-type: none"> <li>1. Knowledge of HACCP and implementation.</li> <li>2. Knowledge of relevant legislation relating to the catering industry and able to ensure that the kitchen meets relevant standards</li> <li>3. To provide verbal and on occasions written reports for a range of purposes</li> <li>4. To produce clear, detailed legal documentation e.g. Food/Fridge &amp; Freezer temperature records</li> <li>5. To be able to be part of a team working within a specific schemes and as required across other Midland Heart schemes.</li> </ol> <p>Experience:</p> <ol style="list-style-type: none"> <li>1. Having experience as a Cook/Chef within the catering industry is preferred.</li> <li>2. Experience of face to face customer service</li> </ol>
<b>Role Specific Skills &amp; Behaviours</b>	<p>Skills:</p> <ol style="list-style-type: none"> <li>1. To be able to perform under pressure</li> <li>2. To be able to resolve customer queries confidently</li> <li>3. To be confident in operating a basic till and cash handling</li> <li>4. To deliver outstanding customer service, along with promoting a friendly atmosphere for customers and staff.</li> </ol> <p>Behaviours:</p> <ol style="list-style-type: none"> <li>1. Highly motivated to develop self and others to ensure consistent quality service delivery.</li> <li>2. Able to work on own and within a team environment</li> <li>3. Enthusiastic and committed to personal development</li> <li>4. Ensure on a consistent high quality of service delivery.</li> <li>5. Understanding of and commitment to the principles of equality and diversity</li> </ol>