

Role Profile

Role Title:	Cook
Department:	Retirement Living
Role Purpose:	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
Reporting to:	Scheme Manager
Responsible for:	N/A
Disclosure level:	Enhanced
Role Level:	<u>Frontline Worker</u>

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