

ROLE PROFILE

Role Title:	Cook
Department:	Retirement Living and Care Services
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:	None
Disclosure level:	Enhanced
Role Level:	Frontline Worker

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