

## Role Profile

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| <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>     | Retirement Living Manager  |
| <b>Responsible for:</b>  | None   |
| <b>Disclosure level:</b> | Enhanced DBS & Social Media Check  |
| <b>Role Level:</b>       | <u>Frontline Worker</u>  |

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