



## Job Description

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**Post:** Cook

**Grade:** 4

**Centre:** Llanelli

**Directorate:** Trading

**Reporting to:** Catering Supervisor

**Main function of post:** To prepare, cook and deliver food to a consistently high standard whilst minimising waste and maximising profitability. To assist with developing the menu and maintain high standards of service, delivery and ensure the smooth and profitable operation of the department.

**Supervisory Responsibilities:** Assist with the supervision of catering staff in the absence of the Catering Supervisor

**Hours worked:** 37.5 hours per week to include weekends and bank holidays on a rota basis.

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### **Main duties of post:**

#### Cook duties:

- 1) To prepare, cook and deliver food to a consistently high standard, using quality products, ensuring waste is minimised and profitability is maximised
- 2) Assist the Catering Supervisor with devising and developing menus and recipes and to maintain the highest standards in preparation, presentation and service
- 3) To assist with the selection, purchase and control of stock in the café, in line with HQ trading guidelines and/or any third party purchasing agency
- 4) To assist the Catering Supervisor with monthly stock takes in line with HQ trading guidelines

#### Catering Assistant duties:

- 5) Ensure that all customers are served efficiently and in a courteous and polite manner. Maintain standards of customer service at Front of House

- 6) To be fully conversant with all cash register and cashing-up procedures
- 7) Assist with the promotion of all café functions, day to day usage and events
- 8) Assist with all aspects of cleaning within the kitchen, servery and café areas ensuring that all check lists are completed
- 9) Ensure that the front counter is kept well presented and appropriately stocked to meet the demands and expectations of our visitors and provide the necessary level of service that may be required

General:

- 10) To comply with all Health & Safety and Food Hygiene Regulations and to ensure the health, safety and enjoyment of visitors and colleagues utilising our food service facilities
- 11) To ensure full compliance with licensing laws at all times
- 12) Have an awareness of the ethos of WWT and the Llanelli Wetland Centre and how best we may be able to respond and promote our services accordingly
- 13) To act as the main point of contact for the Catering team in the absence of the Catering Supervisor, this will include supervising the catering team and overseeing the day to day operation of the team

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that maybe assigned by the Manager shown above, from time to time.

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**Date Raised:** 4<sup>th</sup> January 2012

## **Person Specification**

### **1. Qualifications**

#### **Essential:**

- Educated to GCSE standard (A-C) or equivalent
- A relevant catering qualification to NVQ level 2 standard or equivalent
- Basic food hygiene certificate, level 2

#### **Desirable:**

- Knowledge of special dietary requirements
- Training in customer care

### **2. Experience**

#### **Essential:**

- Demonstrable experience of working in the catering industry as a cook/chef
- Experience of purchasing and stock control
- Experience of working in a restaurant/catering environment
- Experience of preparing and cooking agreed menu plans

#### **Desirable:**

- Experience of function catering

### **3. Managerial & Supervisory**

#### **Essential:**

- Ability to allocate and organise staff duties in the absence of the Catering Supervisor

<b>Type of staff</b>	<b>Number managed</b>	<b>Number supervised</b>
Permanent Staff	0	2
Volunteers / Casual Workers	0	2

### **4. Responsibility**

#### **Essential:**

- To ensure all areas of the kitchen and restaurant are cleaned to the required standard and appropriate checklists are completed
- Preparation and delivery of quality food to a high standard
- To ensure compliance with all Health & Safety and Food Hygiene legislation and regulations
- Responsible for cash handling and assisting with the daily/weekly cashing up

## **Levels of financial responsibility**

<b>Type of Responsibility</b>	<b>Level (£)</b>
Expenditure (exc payroll)	Nil
Cash Handling	£1,200
Assets (required for job, exc buildings)	c£2,500
Visitors (per annum)	45,000

### **Desirable:**

- Previous cash handling experience

## **5. Creative Ability**

### **Essential:**

- Understanding of special dietary requirements
- Ability to assist with the creation and accurate costing of menus appropriate to the business and to customer requirements
- Ability to present food products in an attractive manner
- Ability to deal with customer enquiries in a polite and efficient manner

## **6. Contact**

### **Essential:**

- Experience of dealing with the general public's enquiries and complaints
- To communicate both written and verbally with staff, customers and contractors on a daily basis

## **General Notes**

This is a full-time position, which will require work at weekends, public holidays and some evenings to meet the needs of the post.