

Cook

Grade: 5

Centre: Martin Mere Wetland Centre

Directorate: Trading

Reporting to: Kitchen Manager

Main function of the post: Be an integral part of supporting, creating and developing an inspirational catering environment that contributes to an excellent visitor experience. You will contribute to the delivery of agreed targets, and help generate profits that support the conservation work of WWT whilst adhering to current legislative regulations.

Supervisory responsibilities: Catering Assistants in the absence of the Kitchen Manager

Hours: 37.5 hours per week

Working pattern: 5 days from 7, hours to be flexible according to requirement, including weekends and public holidays.

Main duties of the post

1. Work within the kitchen team to produce a high standard of food for the Café on a daily basis ensuring minimum food wastage and meeting COS targets at all times.
2. Be creative with food presentation and innovative with seasonal produce.
3. Be competent working in the kitchen and organised in work flow and working to deadlines.
4. Complete daily paperwork as required, including receipting of deliveries and ordering using the Trust's online purchase order system.
5. Attend staff meetings and help develop plans when required.
6. Demonstrate a high level of customer care internally and externally.
7. Follow H&S/ food hygiene guidance and safe working practices relating to the catering department at all times.
8. Work closely with the Front of House team, ensuring a good working relationship and enabling them to be knowledgeable about the food being served.
9. Perform some of the duties of the Kitchen Manager in their absence by taking full responsibility for the food produced for the Café when leading service, including ordering stock, preparation and delivery of final product.
10. Supervise Catering Assistants as and when required ensuring tasks are completed to defined standards.
11. Determine food costs and food cost management when required.

12. Be knowledgeable about The Wetland Centre and its role in world conservation.

13. Carry out any other required task or project as asked for by the Kitchen Manager or Catering Manager.

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

Date raised: October 2014

Date Amended: June 2019

Person Specification

1. Qualifications and Training

Essential:

- Food hygiene certificate Level 2
- Industry recognised catering qualification or suitable experience

Desirable:

- Food hygiene certificate Level 3

2. Experience

Essential:

- Previous catering experience within a high volume food establishment
- Practical experience in all areas of a kitchen
- Knowledge of ordering and stock takes
- Experience of being the lead person in a catering environment
- Finance and budgetary skills

Desirable:

- Experience training staff and motivation

3. Managerial & Supervisory

Essential:

- Ability to determine priorities and set tasks for others

| Type of staff | Number managed | Number supervised |
|-----------------|----------------|-------------------|
| Permanent Staff | 0 | 3 |
| Casual Workers | 0 | 8 |
| Volunteers | 0 | 0 |

4. Responsibility

Essential:

- Daily organisation of all sections in the kitchen
- Stock takes
- Full understanding of the gross profit margin
- Staff training and motivation
- Ensure legislative compliance of FSMS and HSE
- Organisation of work flow and meeting deadlines

Desirable:

- Experience dealing with the general public in a friendly professional manner when enquires are made within the café.

| Type of Responsibility | Level (£'s) |
|--|-------------|
| Expenditure (exc payroll) | £0 |
| Cash Handling | £3000 |
| Assets (required for job, exc buildings) | £50,000 |
| Visitors (per annum) | 200,000 |

5. Creative ability

Essential:

- Ability to produce tasty menus while working to a tight budget
- Ability to adapt to seasonal trade/campaigns and promotions
- Practical thinker and problem solver
- Flexibility to adapt to change

Desirable:

- Producing special dietary menus
- Creative chef with good organizational skills

6. Contact

Essential:

- Contact mainly within department but also with other departments and outside bodies/public on routine matters