



### Cook / Chef

**Grade:** 5

**Directorate:** Operations

**Location:** Slimbridge Wetland Centre

**Reporting to:** Catering Manager

**What we need you to do:** Be an integral part of supporting and delivering an inspirational catering environment that contributes to an excellent visitor experience. Actively contribute to the delivery of agreed targets, and help generate profits that support the conservation work of WWT.

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### We shape unforgettable experiences

- Help shape the visitor experience by generating a warm and welcoming catering environment which is inspirational and vibrant and represents the WWT brand.
- Provide and present WWT's catering product range to a consistently high standard, within department expectations.
- Promote and demonstrate WWT's visitor service standards and the WWT personality.
- Assist as required in the creation and development of a varied, exciting and appealing seasonal offer that reflects WWT brand within the desired price points using seasonal, ethically sourced high quality ingredients.

### We are resourceful pioneers

- Support, deliver and maintain the catering offer to maximise sale opportunities, adapting to seasonal changes and change in visitor buying behaviours.
- Optimise financial performance to increase profitability through effective use of all available resources and relevant controls.

## We work together for a positive future

- Deliver the appropriate standards, procedures and best practice as defined by your line manager.
- Maximise your contribution to ensure delivery of personal, department and Trust objectives by proactively participating in training, team meetings and individual discussions, and appropriate levels of direction.
- Engage with WWT's internal communication channels keeping yourself informed and up to date with the progress that WWT is making and the work that we undertake to save wetlands for wildlife and people.
- Adapt to continuous change and the implementation of new initiatives.

## We do conservation

- Reduce waste by supporting the accurate management of stock in line with WWT systems and procedures, ensuring that all waste is disposed of responsibly in line with WWT recycling policies.
- Ensure the sustainable use of utilities to reduce the impact on the environment.

## In addition:

- Operate catering areas that fully adhere to and comply with Industry Food Hygiene standards.

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.

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**Date Created: September 2020**

## Person specification

### 1. Qualifications

#### ***Essential:***

- Educated to a minimum of GCSE standard or equivalent
- Industry recognised qualification or suitable, equivalent experience e.g. City & Guilds, NVQ, BTEC etc.
- Food Hygiene Level 3
- Competent in written and verbal English

#### ***Desirable:***

- Food Hygiene Level 4
- Industry Health and Safety Qualification
- First Aid Qualification

### 2. Experience

#### ***Essential:***

- Experience within a relevant catering operation
- Practical experience in all areas of operating a commercial kitchen
- Good working knowledge of food safety management systems
- Knowledge of food costing and the impact it has on financial targets
- Understanding of allergen legislation and its implications in the catering operation

#### ***Desirable:***

- Experience of working within a visitor/leisure attraction
- Experience across a range of catering styles

### 3. Managerial and supervisory

**Essential:**

- Ability to determine priorities and set tasks for others

**Desirable:**

- Experience of training and staff motivation

Your team	Number managed	Number supervised
Permanent Team		4
Casual Workers		
Volunteers		

### 4. Responsibility

**Essential:**

- Ensure legislative compliance of FSMS and HSE
- Manage and respond to customer feedback as appropriate
- Organised in work flow and meeting deadlines
- Manage production to meet demand and reduce wastage

**Levels of responsibility:**

Your responsibilities	Level (£'s)
Expenditure (exc. payroll)	N/A
Cash Handling	£1000
Assets (required for job, exc. buildings)	-
Visitors (per annum)	See centre target

### 5. Creative Ability

**Essential:**

- Ability to adapt to present produce and supporting product effectively to achieve maximum sales
- Ability to problem solve
- Ability to think outside of the 'pond' and committed to going the extra mile

***Desirable:***

- Able to visually merchandise and display products
- Able to input into passionate and imaginative menu planning

## 6. Contact

***Essential:***

- Able to maintain regular contact with other departments and visitors
- Able to maintain occasional contact with external suppliers, ensuring standards are delivered by suppliers
- Able to communicate well with team members
- Ability to engage with visitors, living up to WWT Customer Service Standards