



Job Description

Job Title: Cook
Accountable to: Head Cook/Chef
Location: Belong

JOB PURPOSE

Supporting the delivery of a high quality catering service to residents within their households and to customers using the village function suites including the day to day operation of a continental style Bistro the post holder will ensure that food and beverages are prepared, cooked, served and delivered in accordance with customer requirements and service delivery standards.

KEY OBJECTIVES

- To assist in the head chef in managing all aspects of the catering services to ensure these are delivered effectively and efficiently in line with budget.
- To ensure that the provision of catering services meets national and organisational standards and are delivered in a style and manner that upholds the core values of Belong.
- To provide direct supervision, support and on the job coaching to catering / bistro assistants
- To deputise in the absence of the head Chef in their absence.

SUPPORTING OBJECTIVES

Service Delivery & Administration

- Undertake the preparation, cooking and serving of food within the catering operation including catering for parties, buffets and other special functions as authorised by the management team.
- Provide meals which take into account individual dietary needs and preferences.
- Maintain stock control procedures and in the absence of the Head Chef, order supplies, checking quality and quantity of stock received.
- Ensure food is safely and appropriately stored and carry out and record fridge/freezer temperature monitoring checks in accordance with policy and procedures.
- Implement cleaning schedules for the main kitchen and bistro area to ensure cleanliness of these areas and the equipment, surfaces and utensils within them is of a high standard and that cleaning materials used comply with COSHH Regulations and that records of cleaning are maintained for inspection.
- Ensure that procedures for the safe delivery storage, preparation, serving and disposal of food are adhered to and that any health and safety risks are reported immediately to the appropriate team member.
- Ensure that any defects with machinery and equipment are reported immediately to a member of the management team and that appropriate action is taken to safeguard the health and safety of other users.
- Ensure that accidents within the kitchen or bistro area are appropriately responded to and reported.
- Control of hygiene within the kitchen ensuring that the kitchen area conforms with Environmental Health and Health & Safety regulations and in accordance with Belong policies and procedures.
- Respond to and resolve residents' complaints in liaison with the Head Chef /Catering & Hospitality Manager.
- Support residents and their companions with responses to requests for catering services.
- Ensure the health, safety, comfort and wellbeing of customers by responding to emergencies as appropriate and/or reporting any concerns to an appropriate member of the team,

Team Leadership & Participation

- Develop positive working relationships with customers, team members and outside agencies.
- Participate and contribute positively to team meetings and performance development reviews.

- Assist the Head Chef to maintain coverage for team member's absence by working flexibly as part of the team.
- Ensure that the village is a safe place to live, work and visit by promoting health & safety procedures.
- Deputise for the Head Chef in their absence as instructed by the Catering & Hospitality Manager.
- Supervise and support the development the bistro/catering assistants and provide mentoring support to newly appointed cooks during their induction and probationary period.
- Undertake any other reasonable tasks within the function of the catering service as directed by Head Chef/Hospitality & Catering Manager.

Learning & Development

- Undertake learning and development activities that have a legal and/or an organisational requirement that contribute to the development of the service and seek to enhance the customer experience.
- Maintain a portfolio of evidence of ones own learning and development. as part of an ongoing personal development plan

FACTORS	ESSENTIAL	DESIRABLE
Special Qualities/Personal Attributes	<ol style="list-style-type: none"> 1. Passionate about delivering a quality catering service and in delighting customers. 2. Attention to detail in all areas of the catering service. 3. Flexible 'can do' attitude in response to requests for menu variations/changes. 4. Helpful in a variety of situations and approachable even when working under pressure. 5. Willingness to learn and adapt to new ways of working and to support the development of others. 6. Inspires trust and confidence in others that encourages team members to follow by example and to accept instruction and feedback. 7. Reputation for being honest and reliable. 	<ol style="list-style-type: none"> 8. Willingness to travel to other business locations.
Skills & Abilities	<ol style="list-style-type: none"> 9. Numeracy skills to be able to control stocks. 10. Literacy skills to be able to follow procedures. 11. Ability to operate commercial catering equipment. 12. Ability to influence others to follow a particular action or adhere to a specific policy/procedure. 13. Ability to engage with customers and to respond appropriately and professionally. 14. Ability to organise time effectively to ensure food is prepared and ready to be served within the agreed customer service standards timescales. 15. Ability to smooth over or diffuse difficult situation with customers and/or team members. 	<ol style="list-style-type: none"> 16. Basic computer skills to be able to process kitchen orders. 17. Ability to drive to other business locations.
Previous Experience	<ol style="list-style-type: none"> 18. Catering for more than 50 persons. 19. At least 1 year's experience of cooking in a commercial environment. 	<ol style="list-style-type: none"> 20. Providing training or coaching in aspects of catering and food preparation. 21. Experience of delivering catering services in a care environment.
Qualifications / Knowledge	<ol style="list-style-type: none"> 22. Basic Food Hygiene Certificate. 23. NVQ 2 in Professional Cooking. 24. A working knowledge of HACCP and COSHH. 	<ol style="list-style-type: none"> 25. An understanding of the catering needs of older people.



Catering & Hospitality Team

Information Pack

Contents:

1. The role and how this supports the delivery of Belongs Vision.
2. The recruitment, selection and induction Process.
3. The job description.
4. The person specification, outlining the criteria for selection.
5. The methods that will be used assess candidate's suitability.
5. The Belong values in action.
6. The application form.
7. The equal opportunities monitoring form.

1. About the role

Belongs vision seeks to meet the needs and aspirations of our customers by supporting older people to live their lives through the creation of unique village communities. It sets out to deliver this through the development and delivery of bespoke packages of care and support, wherever the older person chooses to live, whether this is in their existing home within the community that Belong serves or within one of our village schemes. A Belong customer therefore may be someone we support 'at home,' in one of the village apartments, or in one of the village's specialist care households.

To ensure that we deliver on our vision, Belong has adopted a multi-skilled and team focused staffing model that relies on individuals and teams being flexible and responsive to the changing needs of our customers. This can only be truly achieved when demarcation of team member's roles is at a minimum. The building of relationships both with the older person and their family is of great importance in being able to provide appropriate care and support and this is promoted, through the role of Support Worker as a Belong Life Style Companion. The multi-skilling of team members ensures that disruptions to our customer's lives are kept to a minimum, with a friendly, caring and familiar faces tending to all the persons needs, wherever they live. This approach will help to reduce the need for many people to provide different aspects of care and support which can lead to increased stress, anxiety and confusion, particularly, for a person who is living with dementia. Therefore selecting people who are flexible and adaptable and willing to lend a helping hand in any situation is advantageous.

The Catering and Hospitality Team make a valuable contribution to the services Belong provides to the community by ensuring that customers enjoy high quality catering services within village facilities that are well maintained, attractively presented, clean and safe. The specialist care household environment is small scale and domestic in appearance and the kitchen is very much seen as the heart of the home and enables meals and meal times to reflect the needs and wishes of the residents who live within them. Everyone using our care and support services has a personal life plan that specifies their catering needs and preferences together with the help that they require.

The Catering & Hospitality Manager has responsibility for all aspects of the catering operation across the villages and provides training and guidance to teams on menu planning, food preparation, cooking, kitchen safety and hygiene to ensure the health, safety and wellbeing of all our customers and team members.

The village continental style bistro and function suites are busy places and make for a vibrant community and members of the Catering and Hospitality Team have the privilege of observing the most important occasions in peoples lives. Our Head Chef and Cooks are responsible for ensuring the smooth day to day running of the Kitchen and catering services within the village and most importantly for producing food that is delicious as well as nutritious and attractively presented. Good food and hospitality is the glue that holds a successful event or the special occasions together. Our Catering Assistants are responsible for looking after customers visiting the Bistro and for serving guests attending corporate or private events within one of the function suites. Whether it is an intimate dinner for two in the Bistro, a gathering of friends and family for Sunday lunch, afternoon tea, a working lunch time meeting or a large scale celebration party in the village Venue, the Catering and Hospitality Team work closely with the Front of House Team to ensure our customers feel they have been well looked after and leave happy to return, confident that their experience next time will be just as pleasurable and memorable.

The Catering and Hospitality Team will also ensure that the support required is delivered in a manner and style that complies with organisations standards and legislative requirements and they will do this by continually interpreting and modeling the actions and behaviours that underpin our values and approach to supporting our customers to other members of the Belong team.

This is truly a wonderful opportunity to contribute to the development of a unique, innovative service to the community. So, if you have a passion to serve older people, are flexible in your approach to work and that kindness, common sense, an eye for detail and a 'can do' attitude are your greatest qualities we'd love for you to apply! In return for your commitment to providing the best service to our customers, Belong will ensure that you receive the support; training opportunities and the level of responsibility and accountability that you will need to deliver on your objectives and enjoy what is a satisfying, flexible, creative and rewarding role.

2. The Recruitment, Selection, Induction and Probation Process

Recruitment Session

Belong seeks to attract people who value older people and can demonstrate this through their attitude and behaviours. A core value of Belong, is that we 'take the lead from our customer'. Job descriptions and person specifications have been drawn up in consultation with our customers, and our selection process designed to ensure that older people and those that represent their interests, as relatives, friends and professional carers are fully involved in the selection of new team members.

All short-listed candidates will therefore need to be prepared to attend for a full day at one of our Belong Village schemes. The selection day provides candidates with the opportunity to view our facilities and meet with residents, relatives, other caring members of the Belong Community. Candidates invited to attend for the day, will receive a presentation on the purpose and values which underpin the design and operation of this awarding winning development for older people. The day also enables members of the selection panel to gain insight into each candidate as 'a person' and provides the opportunity for candidates to find out more about Belong and to come to a decision on whether this is the role they have been looking for!

The success of all applications will therefore be determined by the feedback we receive from the members of the selection panel, so prior to the selection day, candidates are advised to have given some thought as to what they feel they can bring to the role and how they feel they can personally contribute to supporting the Belong team to deliver on the Belong Vision, Strategy and Underpinning Values.

Employment Checks

The selection panel's decision to offer a candidate employment with Belong will be subject to the candidate satisfying the necessary employment checks. Successful candidates will therefore be required to return to their prospective Belong Village base within a week of being notified of their conditional offer of employment, and to bring with them the necessary information that is required for us to obtain a satisfactory Enhanced Criminal Records Bureau Check, References and Medical Clearance.

Induction and Probation

Confirmation of employment for all new members of the Belong Team will also be subject to satisfactory completion of a probationary period. Newly appointed team members are therefore required to attend in full, and satisfy the performance standards required of them during their induction programme. The induction and probationary period should be seen by new team members as an opportunity to demonstrate their potential for fulfilling their role.