**Job Description**

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| **TITLE:** | **Cook** |
| **LOCATION:** | **Isabel Blackman Centre with occasional requirement to work at other locations as necessary.** |
| **HOURS:** | **30 Hours per week** |
| **SALARY:** |  |
| **RESPONSIBLE TO:** | **Centre Manager IBC** |
| **RESPONSIBLE FOR:** | **AREAS:**  **Catering** |
|  | **LINE MANAGEMENT:**  **Catering Team and Volunteers** |

**Main purpose of job:**

The role is central to a high-quality experience for our members and customers. We are looking for a competent all-round Cook to take charge of our café, kitchen and hospitality operation, including leading the catering staff in all matters related to food and drink preparation and service.

You will be required to ensure that there are adequate food and beverage supplies, to plan menus, and to see that the café, kitchen and hospitality are run correctly to ensure maximum client satisfaction within available budgets.

You should have the creativity to develop new recipes and the café offering and the leadership skills to ensure that your team understands what is required of them. An excellent head cook should be able to handle multiple duties simultaneously and should be extremely organized in maintaining a high-quality and consistent catering and hospitality offer for our customers at the Isabel Blackman Centre.

**Job Responsibilities:**

* Interviewing, hiring, and training kitchen and service staff and volunteers
* Planning and supervising tasks carried out by the café and hospitality staff
* Taking responsibility for the health and safety and all legal requirements across the café, kitchen, food storage and production and licensed beverages.
* Planning menus and ensuring that the menu is fresh and well presented.
* Manage the commercial performance of the catering offer to ensure this remains in line with the agreed budget (including management of labour and stock, charging for events & hospitality, control of food margin etc)
* Preparing and cooking meals and food items (cakes, puddings etc) for the café, hospitality catering and events
* To ensure that all food is prepared and packaged with due care and attention, particularly regarding allergen management, calorie management and labelling
* Keeping abreast of culinary trends / dietary needs of the Isabel Blackman Centre customer base, linking with wider centre / customer engagement processes as appropriate, and incorporating these into the menu.
* Developing the café offer, working with clients to develop their hospitality needs and maximising the opportunity for sales
* Ordering food and supplies, such as raw materials, and keeping an updated and accurate inventory.
* To plan, control and monitor all aspects of production including stock levels, rotation, food cost and quality control.
* Dealing with suppliers and checking that the correct ingredients have been delivered at the quoted prices.
* Responsibility for all aspects of food safety, HS and COSHH; ensuring that the café, kitchen, stores and equipment are kept hygienic and clean at all times.
* To oversee the transport of catering, beverage and alcohol supplies between sites as and when required.
* Keeping abreast of and complying with the latest health and safety laws and regulations.
* Working with the designated site supervisor for licensed operations to ensure that the sale and storage of alcohol always conforms to legal requirements.
* Work with centre staff and other volunteers as required to ensure that a high level of customer service is provided.
* To minimise waste and ensure environmental and sustainable objectives are met.
* To undertake CPD and training as and when required
* To maintain and work in a safe environment in line with good practice and AUKES policies and procedures.
* Ensure that all records required to demonstrate compliance with applicable food hygiene and safety standards are always kept up to date and audit ready
* Working with suppliers to obtain best value and quality with available food and catering budgets

**Equal opportunities**

Age UK East Sussex is committed to anti-discriminatory policies and practices and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.

**Scope of job description**

This job description reflects the immediate requirements and responsibilities of the post. It is not an exhaustive list of duties, but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantial changes will be carried out in consultation with the post holder.

**Person Specification:**

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| **Essential** | **Desirable** |
| Minimum 2 years’ experience in managing and leading a kitchen team | Proven experience in leading a large kitchen team in a diverse environment with a focus on client and customer service |
| A third level qualification (HACCP/Culinary Arts/Professional Cookery) | Front of House experience in a successful restaurant / café / hospitality operation |
| Level 2 Food Hygiene certificate, COSHH and Food Safety Training | Level 3 Food Hygiene certificate |
| Strong financial understanding and demonstrable budgeting management | Experience of setting budgets |
| Ability to produce delicious, high-quality meals | Experience of creating seasonal menus and special dishes that delight and excite customers with a focus on food for older people |
| Proven experience in menu planning, accurate ordering, managing, and maintaining supplies | Experience of catering for older people, their situations, and the food and drink they may want and/or need |
| Proven experience of working with suppliers, sourcing high quality ingredients, and achieving best value | Experience of working within a licensed premises with responsibility for alcohol and other licensed products and activities. |
| A passion for presentation and to ensure that all food and beverages are served to very high standards at all times | Experience in creating innovative and entrepreneurial hospitality and event offers |
| Demonstrative customer focus and service skills | Experience of managing a café or restaurant |
| Strong communication and negotiation skills  Experience working in a standards /compliance environment |  |
| Industry acumen and knowledge of external catering developments & innovations |  |
| Experience of working under pressure |  |
| Excellent organisational skills |  |
| A good understanding of IT and ability to use Microsoft and other IT systems |  |
| Understanding the volunteers and be able to maintain a working relationship |  |
| Sound budget management experience |  |
| Ability to work as part of a team and independently |  |
| Willingness to undertake and participate in training and CPD |  |
| Willingness and ability to work evenings and weekends |  |

I confirm that I have received and read the above Job Description and Person Specification.

As an employee of the Charity, I understand the duties and responsibilities assigned to me. Furthermore, I understand that these are intended as guidelines and may change over time, as necessary. From time to time, I understand I may be asked to perform duties and undertake responsibilities that are not specifically set out in my job description but are suitable for my role and level.

I confirm that I have received and read the above job description and person specification.

**Employee Name............................................................................................................**

**Signature.......................................................................................................................**

**Date...............................................................................................................................**