

# Job Description & Person Specification



<b>Job Title</b>	Mobile Cook Manager – Care Catering
<b>Division/Location</b>	Norfolk Area
<b>Reporting to</b>	Account Manager
<b>Weekly Hours</b>	Various 5/7 Including Weekends, Evenings and Bank Holidays
<b>Grade/Salary</b>	NCS - Local – Hourly £10.50 Per Hour

<b>Job Description</b>
<p><b>The Role:</b></p> <p>To manage catering teams in various homes across Norfolk, to provide an efficient catering service within our Care Catering Business.</p> <p>Ensure the highest standard of customer service is delivered and quality is consistent across our Care Schemes in line with Service Level Agreement with our Client – Norse Care.</p>
<b>Main Responsibilities</b>
<ul style="list-style-type: none"> <li>• Provide flexible cover across Norse Care Catering sites covering Cook Manager or any other position within the kitchen.</li> <li>• To co-ordinate all aspects of kitchen production so that food is prepared to the agreed standard and that time deadlines are met.</li> <li>• To implement and supervise all aspects of kitchen control e.g. menus, hygiene, health and safety, staff, cleaning, and waste control.</li> <li>• To supervise and develop staff using the available company resources, to maximise their potential.</li> <li>• To order catering stock from current nominated suppliers in line with Company Purchasing policy using Cypad, Norse Group Kitchen Manager Software.</li> <li>• To have full understanding of H.A.C.C.P, to ensure all staff adhere to H.A.C.C.P and all documentation is completed and signed are by the appropriate members of staff on Cypad</li> <li>• To complete Manager Weekly Checks on Cypad reporting any findings to Account Manager .</li> <li>• To complete quarterly staff meetings and record on Cypad.</li> <li>• To prepare menus for the home considering the content, balance, colour and nutritional values, in line with agreed budget.</li> <li>• To consult with the Home Manager on a regular basis to ensure that the needs and choices</li> </ul>

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of residents are being met and to ensure a minimum of 80% is achieved on the Month Quality Questionnaires

- To prepare special diets for residents considering texture modified diets in line with IDDSI (International Dysphagia Diet Standardisation Initiative)
- To maintain stock levels as agreed with Account Manager and to carry out stock takes in line with Company Accounting Calendar.
- To attend resident meetings as and when required for feedback and quality monitoring purposes.
- To complete all company training via the company's e learning platform – The Learning Hive
- Demonstrate personal commitment to the Norse Way CSR strategy

#### Other Duties

The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager.

#### Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

**Quality** – We will focus on the delivery of high standards in all that we do.

**Innovation** – We will have the courage and commitment to embrace new ideas and support different ways of working to ensure our services are delivered in the most effective way possible.

**Respect** – We will aim to listen and fully understand what is required of us by the people, organisations, and communities with which we work.

**Trust** – We will be transparent, accountable and take ownership of our responsibilities

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Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
<b>Qualifications/ Knowledge/ Training</b>	Knowledge of Health and Safety Regulations	Essential	AF/I
	Recognised qualification in Professional Cooking.	Desirable	AF/I
	Level 2 Food Safety Qualification and Level 2 Award in Food Allergen Awareness and Control in Catering.	Desirable	AF/I
<b>Experience</b>	Proven record of accomplishment of working in a catering environment.	Desirable	AF/I
	Proven record of accomplishment of working to strict budgetary guidelines.	Desirable.	AF/I
	Proven record of accomplishment of managing a team, large or small in a customer facing role.	Essential	AF/I
<b>Skills/Abilities</b>	Ability to make quick decisions and respond to customer and client needs.	Essential	AF/I
	Good communication skills.	Essential	AF/I
	Ability to delegate tasks within your team to enable the service to run as per specification.	Essential	AF/I
	Ability to adapt to changes in service requirements at short notice to ensure client and resident specifications are met.	Essential	AF/I
<b>Other Requirements</b>	Full driving license due to the travel requirements of the role .	Essential	AF/I

General
Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.
It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of

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themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.

The individual is required at all times to comply with the provisions of the Data Protection Act 1998 and with any policy introduced by the Company to comply with the Act.

We are committed to employment practices and behaviours, which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

Agreement			
Employee Name:		Date:	
Employee Signature:			

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