

Job Description & Person Specification

Job Title	Assistant Cook
Division/Location	Norse Catering
Reporting to	Business Account Manager
Weekly Hours	39 hours per week (FTE)
Grade/Salary	£10.60 per hour

Job Description
<p>The Role</p> <p>The Assistant Cook will play an integral part of the delivery of daily service, ensuring customer expectations, food, hygiene, and quality standards are met within stated budgets, client specifications and Service Level Agreements (SLA). The Assistant Cook will deputise in the absence of the Cook Manager and take full responsibility for all aspects of the service.</p> <p>The Assistant cook will support, under the leadership and direction of the Cook Manager, with the implementation of balanced and nutritious menus, whilst supporting the catering team to meet service delivery.</p>
Main Responsibilities
<ul style="list-style-type: none"> Under the leadership of the Cook Manager, ensuring and assisting with the completion of daily preparing, cooking, service and displaying of food and beverages and any other hospitality requirements offered in line with the Catering Budget and SLA. Supporting the catering team and the effective management of resources in a manner that delivers an efficient and effective catering service. Supporting the Cook Manager with effectively managing of all assets including the establishment's budgeted for food cost, sundries and labour costs ensuring monthly targets are set, through the effective use of Cypad. Supporting the Cook Manager with the development of Catering Assistant(s), sharing learning and providing on-the-job craft training. Communicating effectively and on a regular basis with the Cook Manager ensuring that the needs and demands of customers and clients are met. Complying to HACCP, COSHH systems, and the implementing, where appropriate, of Policies and Procedures as outlined in the Catering Operations Manual. Ensuring Health and Safety Regulations are strictly observed and worked in accordance with at all times, in line with the Group's Health and Safety Policies and Procedures. Assisting with maintaining stock levels and ordering of new supplies, using our kitchen management software, Cypad. Correctly labeling of all food and beverages for sale and consumption in line with Allergen, labeling and special diet policies. Supporting the Cook Manager with the promotion and encouragement of healthy food choices working collaboratively with the Menu Team and the Brands and Marketing Manager.

Approval/Review Date			
Approved by Operations Director:		Date:	
Approved by Head of Resourcing:	Jo Wishart	Date:	30.03.2023

- Preparing special and allergen aware diets, including texture modified diets in line with IDDSI (International Dysphagia Diet Standardisation Initiative) where appropriate.
- Ensuring our brand is alive within the business and delivery of regular themed menus and promotional offers following the direction of Cook Manager and Marketing and Brands Manager .
- Supporting with training within the Catering Team .

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, including:

- Carrying out duties appropriate to the grade of the post, including occasional travel to other offices as required.
- Promoting continuous improvement and delivering demonstrable high-quality products and services which embrace quality standards.
- Demonstrating personal commitment to the Norse Way CSR Strategy.

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Qualifications, Knowledge and Training	Good understanding of food costs and working to a set budget.	Essential	AF
	A formal intermediate management qualification.	Desirable	AF/I
	NVQ Level 2 in Hospitality and Catering or equivalent.	Desirable	AF/I
Experience	Experience in a 'hands-on' kitchen, food preparation and service role in a busy hospitality service environment.	Essential	AF/I
	Experience of working as part of a team	Essential	AF/I
	Previous Catering or Management experience on as similar site.	Desirable	AF/I
Skills/Abilities	Demonstrate and maintain excellent customer service with effective communication.	Essential	AF/I
	Organised approach to tasks and priorities with strict deadlines.	Essential	AF/I
	Flexible and adaptable to take on a variety of tasks.	Essential	AF/I

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	IT skills including a basic competency in Word and Excel.	Desirable	AF/I
	Ability to deliver a high standard of service at all times, with a high attention to detail	Desirable	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 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 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.

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

Our Values

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

Quality – We strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.

Innovation – We embrace new ideas and have the courage to be creative, so our services are delivered in the most effective and safe way possible.

Respect – We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.

Trust – We want to be a trusted provider, partner, and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it.

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