

# Job Description & Person Specification

<b>Job Title</b>	Cook Manager
<b>Division/Location</b>	Norse Catering
<b>Reporting to</b>	Business Account Manager
<b>Weekly Hours</b>	39 hours per week (FTE)
<b>Grade/Salary</b>	£22,308.00 per annum (FTE)

<b>Job Description</b>
<b>The Role:</b>
<p>The Cook Manager will be required to efficiently plan and have responsibility for the delivery of daily service, ensuring customer expectations, food hygiene, and quality standards are met with stated budgets, client specifications and Service Level Agreements (SLA).</p> <p>Effective organisation skills will be required to implement balanced and nutritious menus, whilst leading, managing, and developing the on-site catering team.</p>
<b>Main Responsibilities:</b>
<ul style="list-style-type: none"> <li>• Overall responsibility for managing the daily preparing, ordering, cooking, service and displaying of food and beverages and any other hospitality requirements offered in line with the catering budget and SLA, assisting the catering team where necessary.</li> <li>• Responsibility for all assets and the effective management of the establishment's budget for food, sundries and labour costs ensuring monthly targets are set, through the effective use of Cypad.</li> <li>• Managing the Catering team, including resources, ensuring the efficient and effective catering service that meets the customer's needs.</li> <li>• Ensuring that the performance of all employees is assessed against set KPIs and that the team receive regular supervision and annual appraisals to the standards prescribed by the Group.</li> <li>• Supporting with recruitment of the Catering team ensuring sufficient resources to meet the customer's needs and SLA.</li> <li>• Inspiring and developing the Assistant Cook(s) and Catering Assistant(s), sharing learning, and providing on-the-job craft training.</li> <li>• Ensuring that our brand is alive within the business through food quality and by promoting and encouraging healthy food choices through innovative thinking and displays, working with the menu team and Brands and Marketing Manager where required.</li> <li>• Responsibility for all service points and counter displays ensuring all food displayed for sale and consumption by customers is in line with menu specification and brand.</li> <li>• Preparing special and allergen aware diets, including texture modified diets in line with IDDSI (International Dysphagia Diet Standardization Initiative) where appropriate.</li> <li>• Supporting the Menu team by actively proposing new menu ideas and trends, trialing new recipes and products and generally supporting the menu team with this development in line with the SLA.</li> <li>• Providing catering outside of normal working hours for any adhoc client requests for hospitality when required.</li> </ul>

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- Complying with HACCP, COSHH systems, and the implementation of Policies and Procedures, when appropriate, as outlined in the Catering Operations Manual.
- Ensuring the Catering team is always operating and abiding with all aspects of the current Health and Safety at Work and the Food Safety Act and all other relevant legislation .
- Continuously monitoring quality standards across the catering service with support from the Business Account Manager.
- Attending client and customer meetings as required.
- Building strong working relationships with clients and customers through effective communication and relationship building.

#### 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)
<b>Qualifications, Knowledge and Training</b>	Good understanding of food costs and working to a set budget.	Essential	AF/I
	Knowledge of Health and Safety Regulations.	Essential	AF/I
	NVQ Level 2 in Hospitality and Catering or equivalent.	Essential	AF
	Intermediate Food Hygiene qualification.	Desirable	AF/I
	Awareness of legal and procedural requirements withing a catering unit.	Desirable	AF/I
<b>Experience</b>	Experience in a 'hands-on' kitchen, food preparation and service role in a busy hospitality service environment.	Essential	AF/I

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	Experience supervising and training employees.	Essential	AF/I
	Barista knowledge.	Desirable	AF/I
	Experience of managing a team, demonstrating key leadership qualities.	Essential	AF/I
	Experience of managing day to day food costs within the kitchen environment and working within set budgets.	Essential	AF/I
<b>Skills/Abilities</b>	Excellent interpersonal skills.	Essential	AF/I
	Proactive approach to maintaining excellent customer service.	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
	IT skills including a basic competency in Word and Excel.	Desirable	AF/I
	The ability to work with a high attention to detail.	Essential	AF/I
<b>Other Requirements</b>			

### 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.

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**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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