

Job Title	Mobile Cook Manager – Care Catering
Division/Location	Norfolk Area
Reporting to	Account Manager
Weekly Hours	As advertised
Grade/Salary	£11.09

Job Description

The Role:

Managing catering teams in various homes across Norfolk, providing an efficient catering service within our Care Catering Business.

Ensuring 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.

Main Responsibilities:

- Providing flexible cover across Norse Care Catering sites covering Cook Manager or any other position within the kitchen.
- Co-ordinating all aspects of kitchen production so that food is prepared to the agreed standard and that time deadlines are met.
- Implementing and supervising all aspects of kitchen control e.g. menus, hygiene, health and safety, staff, cleaning, and waste control.
- Supervising and developing staff using the available company resources, maximising their potential.
- Ordering catering stock from current nominated suppliers in line with Company Purchasing policy using Cypad, Norse Group Kitchen Manager Software.
- Having full understanding of H.A.C.C.P, ensuring 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.
- Completing Manager Weekly Checks on Cypad reporting any findings to Account Manager.
- Completing quarterly staff meetings and recording on Cypad.
- Preparing menus for the home considering the content, balance, colour and nutritional values, in line with agreed budget.
- Consulting with the Home Manager on a regular basis ensuring that the needs and choices of residents are being met, ensuring a minimum of 80% is achieved on the Month Quality Questionnaires .
- Preparing special diets for residents considering texture modified diets in line with IDDSI (International Dysphagia Diet Standardisation Initiative)
- Maintaining stock levels as agreed with Account Manager and carrying out stock takes in line with Company Accounting Calendar.
- Attending resident meetings as and when required for feedback and quality monitoring purposes.
- Completing all company training via the company's e learning platform– The Learning Hive .

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.

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Approved by Operations Director:		Date	
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Approved by HR Director:		Date	
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- 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/ Training	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
Experience	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
Skills/Abilities	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
Other Requirements	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 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

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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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