

# London Borough of Havering

## Job Profile

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| <b>Job Title:</b><br><br>Assistant Cook Brookside                       | <b>Directorate:</b><br><br>Education                                      |
| <b>Service/Section:</b><br><br>Catering and School's<br>Traded Services | <b>Post Number(s): 104593</b><br><br><b>Job Evaluation Number: JE 412</b> |
| <b>Grade:</b><br><br>GRADE 3                                            | <b>Date Last Updated:</b><br><br><b>Date of Last Evaluation:</b>          |

**Main Purpose of the Job/Key Objectives:**

To work with the Cook Supervisor in the day to day operation of the Catering service and in the absence of the cook Supervisor to be responsible for the operation of the service.

### Job Context:

1. The Post holder reports to: the Cook Supervisor or higher graded operative.
2. The postholder has line management responsibility for: No line management responsibility
3. The postholder will be required to work: As defined on Staffing Profile
4. 22.5 hours per week

## Requirements

| <u>Requirements</u>                                                                                                                                                                                                                                                                                                                                                                                                                                  | Minimum (M)<br>Desirable (D)                                       | Method of<br>Assessment |
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| <b>Skills, Abilities and Behaviours:</b> <ul style="list-style-type: none"> <li>• Ability to undertake food preparation following a menu pattern and recipe file.</li> <li>• Ability to operate basic industrial kitchen equipment.</li> <li>• To be numerate.</li> <li>• Ability to handle difficult situations in a calm, diplomatic and competent manner.</li> <li>• To be a good communicator.</li> <li>• Ability to organise a team.</li> </ul> | <br><br><br><br><br><br><br><br><br><br>M<br>M<br>M<br>M<br>M<br>M |                         |

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| <b>Knowledge:</b> <ul style="list-style-type: none"> <li>• Ability to undertake for preparation</li> <li>• Ability to present an acceptable image</li> <li>• Ability to operate basic industrial kitchen equipment</li> <li>• Ability to handle difficult situations in a calm, diplomatic and competent manner</li> <li>• Understanding of basic food hygiene</li> <li>• Understanding of Customer Care</li> <li>• Understanding of Health and Safety at work</li> </ul>                                                                                                                                                                                                                                                                          | M<br>M<br>M              |  |
| <b>Experience:</b> <ul style="list-style-type: none"> <li>• Experience of managing staff.</li> <li>• Experience of running a food service operation.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | D<br>D                   |  |
| <b>Qualifications:</b> <ul style="list-style-type: none"> <li>• Basic Food Hygiene</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | M<br>M<br>M              |  |
| <b>Working Conditions/Circumstances:</b> <ul style="list-style-type: none"> <li>• To enjoy dealing with children / customers on a daily basis.</li> <li>• Ability to be flexible / adaptable.</li> <li>• This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974 and, because of the sensitive nature of the duties that the postholder will be expected to undertake, a satisfactory Standard/Enhanced Disclosure will be sought in the event of a successful application will be required.</li> <li>• To demonstrate an understanding and a commitment to Havering's Equal Opportunities Policy in both service delivery to the community, in relationships with colleagues, and in employment practices.</li> </ul> | M<br>M<br><br>M<br><br>M |  |

### **Key Accountabilities and Result Areas:**

| <b>Key Result Area</b>                                                                                          | <b>Expected End Result</b>                                                                                                                                                                                                                                 |
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| To provide the correct menu and food to the agreed service times and standards.                                 | To ensure that the service is delivered in accordance with the contract.                                                                                                                                                                                   |
| Follow and implement the agreed menus, recipes, completing due diligence documentation and manage the team.     | To be responsible for the cooking and organising of meals, food and beverages.                                                                                                                                                                             |
| To follow portion guide as shown on recipes.                                                                    | To ensure the correct portion is served.                                                                                                                                                                                                                   |
| Keep up to date with allergy charts and pupils requirements.                                                    | To respond to any special dietary needs.                                                                                                                                                                                                                   |
| Complete and maintain council bookwork to the correct standard and the agreed timescales.                       | To complete and maintain records as required relating to staff hours and attendance, meal numbers, etc., records, cash and / or ticket collection records and till related information and returned to the Administration Office by the required deadline. |
| Order provisions from nominated suppliers, for the volumes and menus agreed.                                    | To order supplies in accordance with general principles and guidelines given.                                                                                                                                                                              |
| Complete period stock checks and record and return within the agreed timescale.                                 | To maintain stock control and carry out necessary inventory checks and deal with catering supplies received.                                                                                                                                               |
| Ensure all staff comply to government legislation for food safety and health and safety.                        | To supervise catering staff in relation to Government Legislation and Havering Catering Services policies.                                                                                                                                                 |
| Maintain good relationships with all stakeholders and promote the council In a positive manner.                 | To maintain good relationships with any other Council staff as necessary including Head Teachers, Secretarial staff and Mid-day assistants.                                                                                                                |
| Maintain good financial controls and ensure the sales of tickets are covered if you are unavailable to do them. | To oversee ticket collection / sales and / or till operation arrangements as required, in accordance with Internal Audit guidelines.                                                                                                                       |

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| To work as part of a team.                                                                                                                                                                            | To organise and undertake, as necessary, general kitchen duties.                                                                                                                                                                                                                      |
| Monitor and assist with the schools dining room furniture.                                                                                                                                            | To organise, and undertake as necessary, the setting out and moving of tables and chairs as required, ensuring that high standards of hygiene are achieved.                                                                                                                           |
| To ensure that appraisals are carried out on an annual basis as laid out by company procedures. Ensure that relevant paper work for return to work are completed and returned to the catering office. | To carry out Appraisal and Return to Work interviews as required.                                                                                                                                                                                                                     |
| To ensure the training and development of team members is carried out.                                                                                                                                | To be responsible for the training and development of all staff.                                                                                                                                                                                                                      |
| Maintain staff rotas ensuring they are kept up to date.                                                                                                                                               | To implement and control staff rotas.                                                                                                                                                                                                                                                 |
| Work as part of a team, and work on your own initiative.                                                                                                                                              | To undertake appropriate duties as directed in respect of functions etc.                                                                                                                                                                                                              |
| Be aware of health and safety issues and risk assessments. Take appropriate remedial action.                                                                                                          | To comply with health, safety and other reasonable instructions given as necessary, rectifying or where appropriate reporting safety hazards or unsafe working arrangements in accordance with Risk Assessment Legislation.                                                           |
| Be flexible and willing to work at other local council sites.                                                                                                                                         | You may be required to work at any Council site.                                                                                                                                                                                                                                      |
| Comply with the councils equal opportunities policies.                                                                                                                                                | The Council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, and to undertake any appropriate training. |
| Be flexible and willing to perform other duties.                                                                                                                                                      | Demonstrate a flexible approach in the delivery of work within the service area. Consequently, the postholder may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post.                   |

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| <p>Comply with the councils data protection policies.</p>          | <p>Be aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.</p>                                                                                     |
| <p>Act in a professional and confidential manner at all times.</p> | <p>To treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employee's access to and use of the council's databases, any breach of which will be regarded as subject to disciplinary investigation.</p> |

## Competency Profile:

| Competency                                  | Level    | Criteria to be Evidenced (Description)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| Managing Personal and Organisational Change | <b>B</b> | <ul style="list-style-type: none"> <li>• Identifies opportunities to improve and adapt ways of working and is open to changing processes and methods where needed.</li> <li>• Accepts and adapts positively to change.</li> <li>• Is open to new ideas and listens to other people's points of view</li> <li>• Shows a willingness to adapt and be flexible to changes in priority and workload.</li> <li>• Shows a willingness to take on tasks and projects to develop themselves and take advantage of development opportunities</li> <li>• Keen to acquire new skills.</li> </ul>                                                                                                             |
| Achieving Results & Success                 | <b>B</b> | <ul style="list-style-type: none"> <li>• Understands and applies the council requirements and ensures own targets are met</li> <li>• Keeps relevant people informed of progress or issues on key tasks</li> <li>• Checks for accuracy to get things right first time</li> <li>• Looks for and suggests way to improve working practices</li> <li>• Learns from mistakes</li> <li>• Plans, prioritises and organises workload</li> <li>• Is dependable responsible and conscientious</li> <li>• Works effectively with the appropriate level of guidance and makes decisions appropriate to their role</li> <li>•</li> </ul>                                                                       |
| Delivering Excellent Customer Service       | <b>B</b> | <ul style="list-style-type: none"> <li>• Demonstrates a strong internal and external customer focus, recognising the customer in everything we do</li> <li>• Removes barriers where able, to provide the best possible service to customers</li> <li>• Takes ownership for solving customers problems and acts as an ambassador for the business</li> <li>• Resolves customer enquiries promptly at point of contact, referring to others when appropriate</li> <li>• Identifies, listens to and values customers diverse needs, suggestions and feedback</li> <li>• Keeps customers up to date and informed</li> <li>• Deals with customers fairly and appropriately and with respect</li> </ul> |

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| Communicating Openly & Effectively | <b>B</b> | <ul style="list-style-type: none"> <li>• Communicates clearly both verbally and in writing</li> <li>• Is polite and approachable</li> <li>• Effective listening, asking the appropriate questions to clarify understanding</li> <li>• Uses appropriate language and methods of communication to make sure they are understood</li> <li>• Presents and passes on information promptly</li> <li>• Uses appropriate language not jargon.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                             |
| Respecting Others                  | <b>B</b> | <ul style="list-style-type: none"> <li>• Acknowledges and values the positive contribution that everyone can make.</li> <li>• Shows respect and understanding for all individuals, irrespective of gender, ethnic origin, race and disability, age, sexual orientation and religion</li> <li>• Is open ethical and honest</li> <li>• Delivers what they have promised</li> <li>• Generates respect and trust</li> <li>• Considers impact of own actions and tries to cater for the differing needs of others</li> <li>• Challenges inappropriate and discriminatory behaviour</li> <li>• Escalates inappropriate behaviours and actions to the appropriate persons</li> <li>• Uses language and behaves in an appropriate way, treating others fairly and professionally</li> <li>• Respects confidentiality wherever appropriate</li> </ul> |