

Job Description

Position Details

Position:	Cook Supervisor
Directorate:	Social Services
Service:	Provider Services
Position no:	
Grade:	4
Hours of work:	6 (8.30am – 2.30pm on a Monday)
Work style:	Service Based Worker
DBS required:	Enhanced Disclosure
Contact:	Lucia Preece
Date:	25 th February 2026

Politically Restricted? **Yes*** **No**

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

Reporting to: Community Meals Team Leader

Responsible for: Organising and supervising the production of meals for the Community Meals Service including the direct supervision of the Drivers and Kitchen Assistant(s).

Principal Accountabilities

1. To work under the supervision of the Project Officer and communicate relevant information and instructions to the Drivers and Kitchen Assistant(s) in accordance with Blaenau Gwent Catering policies.
2. To communicate any relevant information and / or concerns in relation to the day to day running of the service to the Project Officer.
3. To ensure all food and cleaning products are ordered regularly and accurately, according to the HACCP plan and relevant food safety management systems.
4. Undertake monthly stock checks and maintain appropriate records.
5. To log and report all equipment faults, including the monitoring and follow up of any discrepancies in charges for repairs and faults.
6. To forward any complaints or compliments to the Team Leader.
7. To use correct menus in the preparation, reheating and serving of well-cooked meals as set out within the food safety management systems.
8. To organise and supervise the work of the Drivers and Kitchen Assistant, paying particular attention to:
 - Attendance management.
 - Food safety management systems.
 - Health and safety procedures.
 - Relevant risk management procedures.
9. To keep full and accurate entries and records in all daily logs, books, forms and databases.

10. To support and deliver meals to customers in line with the Community Meals Business Continuity Plan.
11. To undertake a minimum of 8 supervision sessions per year with the Drivers and Kitchen Assistant in line with the Authority's Performance Coaching Scheme.
12. To support the further development of the Community Meals Service i.e. support trainee placements.
13. Update the food safety management systems as and when needed in agreement with the Team Leader and the Level 4 Advisor.
14. Ensure all staff accessing the kitchen are familiar with the relevant sections within the food safety management systems, including suppliers.
15. To undertake any training considered necessary for the post, including responsibility for maintaining the Food Safety Level 3 qualification.
16. To ensure confidentiality and compliance with all relevant codes of practice including data protection, access to information.
17. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
18. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice and promote diversity in the workplace.
19. Work flexibly across the service to ensure effective delivery of the agreed work programme and meet changing service requirements and to cover in the absence of colleagues and undertake any other duties as directed by the Head of Social Services.

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
Food Safety Level 3	E	A
Experience		
Experience of working in a catering field	E	A, I, PP
Experience in supervising staff	E	A, I, PP
Knowledge / Skills		
Practical Catering skills	E	A
Motivational Skills	E	A, I, PP
Knowledge of Health and Safety Regulations within a catering field.	E	A, I, PP
Understanding and respect the principles of confidentiality.	E	A, Is
Awareness of adult protection	D	A, I
Good IT skills including an ability to use Microsoft packages (word/excel/ PowerPoint)	E	A, I
Good organisational skills	E	A, I
Personal Attributes		
Commitment to the understanding of privacy and the rights of customers.	D	PP
Commitment to equal opportunities and anti-discriminatory practices.	E	PP
Special Working Conditions / Requirements		
Able to write legible, accurate reports when required.	E	A
Able to liaise and communicate effectively with colleagues and other agencies/providers/partners etc.	E	A, I, PP
Able to work effectively within a team.	E	A, PP

Minimum Welsh Language Skill Requirements	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	A, I
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Delivering the Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Plans and organises work in advance	A, PP
Involves line manager / colleagues in setting and meeting targets	A, PP
Reorganises work when necessary	A, PP
Sees tasks through to completion whenever possible	A, PP
Seeks help if workload becomes unmanageable	A, PP
Uses initiative to report issues that arise that impact on others	A, PP

Competencies – Improvement and Change	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to try new things & feedback results	I, PP
Understands that changes are needed if things are to be improved	I, PP
Finds new and creative ways of doing things better	I, PP
Actively seeks to develop own skills and knowledge	I, PP
Learns from mistakes & welcomes constructive feedback	I, PP

Competencies – Providing Excellent Customer Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of high standards of customer service	I, PP
Is committed to providing an excellent service to all the citizens of Blaenau Gwent	I, PP
Understands the links between own professionalism and the possible impact on the Authority's image	I, PP
Has a professional attitude that sets an example to colleagues	I, PP
Takes pride in own work and that of colleagues	I, PP
Is respectful, courteous and helpful at all times	I, PP

Competencies – Team working	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Reacts constructively to others' suggestions and requests	I, PP
Recognises potential value of others' opinions and actively seeks their contributions	I, PP
Asks for help when necessary	I, PP
Actively seeks to help others	I, PP
Is aware of the impact of own behaviour on others	I, PP

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Adapts content and style to help others understand	I, PP
Makes sure that people are regularly informed	I, PP
Uses appropriate language, gestures and tone when talking with others	I, PP
Checks others have understood & seeks advice when necessary	I, PP
Actively seeks to improve all forms of communication with others	I, PP
Communicates professionally by using formal channels appropriate to the situation	I, PP

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