Job Description and Person Specification

POST IDENTIFICATION

Post Title:	Cook in Charge
Job Evaluation ID:	0529CE
Grade:	6
Directorate:	Corporate and Regeneration
Division:	Customer Economy and Regeneration
Section:	Catering
Location:	Various
Responsible to:	Operational Supervisor

JOB PURPOSE

Provide a catering service in local authority establishments.

Supervise others in the workplace, working within the guidelines set out by Caerphilly Catering Services to ensure correct performance standards are achieved.

KEY RESULT AREAS

Food to be cooked in accordance with recipe manual and presented in an appetising manner.

Ensure that food costs are at the required target figures.

Ensure that Internal Quality audits show a low level of non-conformities.

High level of meal uptake.

Customer complaints are dealt with quickly and satisfactorily.

Staff training completed and documented.

Ensure targets set in PDR's are met.

Keep full and accurate records in accordance with administration procedures.

Control all work methods and procedures carried out in the catering unit as detailed in various work manuals.

Low level of accidents.

DETAILED TASK PROFILE

Work under the supervision of the supervisor / manager and to communicate relevant information and problems as detailed in procedures contained within the Workplace Practices Manual.

Ensure food, cleaning materials and sundry supplies orders are made regularly and accurately, according to the relevant procedures contained within the Workplace Practices Manual, and to ensure correct stock control, in the catering unit(s) for which the Cook in Charge is responsible.

Assess the individual work performance of staff within their control, and to liaise with the Supervisor/Manager on training needs and training delivery.

Keep full and accurate entries and records in all books/forms, to make relevant returns to Head Office and to handle cash or tickets, all in accordance with administrative procedures.

Use correct menus and standard recipes in the preparation and cooking of well-cooked appetising meals, within cost limits, according to pre-determined specifications.

Ensure that food is served or packed for transport at the required times, to the correct quality standards such as, temperature, portion size etc.

Organise and supervise the work of other members of catering staff, applying particular attention to hygiene and safety.

Stock take any kitchen equipment or goods at the required times throughout the year.

Liaise with customers/clients and to deal with any complaints quickly and satisfactorily.

Induct and train catering staff as required in operational procedures, hygiene, health and safety and quality systems at kitchen operative level and to ensure that all records are kept.

Undertake performance development reviews with individuals, and to liaise with the supervisor / manager on training needs and training delivery.

Brief staff at team briefing sessions according to policies and procedures.

Comply with the requirements of Caerphilly Catering Services quality systems as detailed in the Workplace Practices Manual and/or other manuals/instructions.

In Meals Direct Kitchens and Staff Restaurants: to organise daily delivery routes in conjunction with delivery staff and liaise with them in order to maintain standards. Liaise with the Vehicle Maintenance Department for MOT testing and servicing of all vehicles.

In transport kitchens: to liaise with dining centre staff in order to maintain standards.

Take corrective action in working practices or procedures where nonconformity has been identified as a result of audits or inspections, if it is within their area of responsibility.

Ensure that you and your team meet and adhere to all bookwork and financial records as detailed by the authority.

KEY WORKING RELATIONSHIPS

Council officers, teaching staff, pupils and officers of a range of partner agencies.

VALUES AND BEHAVIOURS

Accountability

1. **Take responsibility for your work** – Own your decisions, tasks and outcomes.
2. **Deliver on your commitments** – Meet deadlines, honour promises, and let your team know early if something might slip.
3. **Be honest about mistakes** – If you make an error, acknowledge it quickly and take action to fix it and learn from it.

Trust

1. **Be honest and transparent** – Communicate openly, tell the truth, and don't hide mistakes or important information.
2. **Act with integrity** – Do the right thing, even when no one is watching, and treat everyone with fairness and respect.
3. **Listen actively and respectfully** – Show that you value others' perspectives by giving your full attention, asking questions, and responding thoughtfully.

Respect

1. **Treat everyone with courtesy** – Act politely, use respectful language, and show kindness in your daily interactions.
2. **Value differences** – Show appreciation for diversity, different ideas and perspectives.
3. **Acknowledge contributions of others** – Give credit where it's due and show appreciation for efforts of others.

Honesty

1. **Communicate clearly and directly** – Be clear, concise and open with your language.
2. **Speak up about concerns or unethical behaviour** – Report issues respectfully and responsibly.
3. **Give honest feedback respectfully** – Share constructive feedback that's truthful, helpful, and aimed at improvement.

Working together

1. **Share information and ideas openly** – Keep colleagues in the loop, collaborate effectively and contribute knowledge that helps the organisation to succeed.
2. **Offer help and support** – Step in when others need a hand and offer your time and skills.
3. **Resolve conflicts constructively** – Address disagreements calmly, listen to all sides, and focus on solutions.
4. **Celebrate team successes** – Acknowledge wins and recognise the contributions of others.

RESPONSIBILITIES FOR STAFF

Post Titles, Numbers and Level of Accountability

Supervision of all staff undertaking tasks in the catering operations.

Accountability for quality and quantity of work; the extent of which covers such activities as discipline, welfare, training and development.

RESPONSIBILITIES FOR RESOURCES

Financial; Plant; Buildings or Equipment

Responsible for the proper use and safekeeping of a catering equipment.

Responsible for the proper use and safekeeping of stock/materials.

Data Systems

Shared accountability for the use and safekeeping of data systems containing sensitive information ie Work Place Practices Manual, Receipe Manual, HACCP etc.

WORKING ENVIRONMENT

Kitchen/Dining room based.

ADDITIONAL REQUIREMENTS

Politically Restricted:	No
Disclosure and Barring Service Check:	Enhanced
Barred List Check:	Children
Baseline Pre Employment Medical Assessment:	No
Registration:	No

ORGANISATIONAL RESPONSIBILITIES

Understands and demonstrates the principles of confidentiality.

Work within the policies and procedures of the Council including recognising the duty to protect vulnerable adults, children and young people.

Understands and demonstrates commitment to the Council's policies.

Demonstrate commitment to ongoing personal development.

The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Level 2 in Food Safety.	Level 2 QCF Catering Certificate or equivalent. QCF Level 3 NEBS Supervisory Management. Level 2 in Health and Safety. Level 3 in Food Safety. Foundation Certificate in Nutrition.
KNOWLEDGE	Understands the role to perform duties effectively and efficiently. Appreciates the need to support and respect equalities principles. Understands the impact of own work on others.	
SKILLS	Able to confidently answer questions on area of responsibility. Able to communicate effectively. Able to supervise staff. Able to work with the minimum of supervision. Ability to work precisely and effectively under pressure and to deadlines and have a strong sense of purpose. Carry out PDR's. The ability to exercise good judgement when dealing with issues that are of a sensitive nature. Follow Council procedures and policies.	Welsh language skills. Training and experience in catering operations.
EXPERIENCE	Working as a team member. Working with the public.	

	ESSENTIAL	DESIRABLE
	Experience of large scale catering.	
OTHER	Safeguarding Children/POVA training. Manual Handling. Customer Care. Ae able to work as part of a team. Available for some out of hours working/training as required. Able to work at various sites throughput CCBC. Willingness to complete all relevant training.	

HUMAN RESOURCES AUTHORISATION

HR OFFICER:	DATE:
Janine Harrington	22/06/2023