

JOB FAMILIES ~ Cook (Customer Services)

Level descriptor – Level 2 (JG2)

Role purpose:

Required to undertake a broader range of routine tasks needing some formal training or practical work experience. These can be physical in nature and the post holder may be exposed to unfavourable environmental conditions.

To regenerate frozen meals as ordered by the Community Meals Office, and prepare sandwiches and salads. Food to be packed by order of round by agreed time for delivery. To manage stock and order meal supplies to ensure the round food requests can be satisfied.

Will require the ability to be able to work within freezer temperatures for short periods, removing stock from the freezer, boxes circa 4-5 Kg in weight are carried 12-15 ft to the preparation area and to carry out physical cleaning duties.

Typical activities

Carry out routine activities or tasks that may be repetitive in nature to support community meals deliveries: regenerate frozen meals as ordered by the Community Meals Office, and prepare sandwiches and salads.

Issue prepared meals to delivery drivers and ensure drivers sign for numbers collected on delivery round sheet log.

Follow instructions that detail the actions to be taken in different circumstances within the service provided; ensure food is supplied in accordance with round sheets and pick lists.

Monitor and complete fridge/freezer temperature schedule.

Cleaning – cleaning all surfaces/utensils after use and carry out all other general daily/weekly cleaning tasks and complete all logs.

Complete all food storage records.

Maintain logs and checks as required in the FSA approach to food hygiene and safety.

To ensure compliance with all Health and Safety legislation and associated codes of practice and authority policies.

Other duties include: testing fire alarm, monitoring cleaning stocks, doing regular checks of building and equipment to ensure all in good working order.

Sort, file or retrieve, pack/unpack and carry frozen meals for delivery or storage

Knowledge, skills & experience

NVQ level 2 or equivalent in maths and English to demonstrate numeracy and literacy.

Understanding and knowledge of the specific work environment

Be able to perform routine activities (regenerating meals, cleaning rotas) after being shown how to do them

Practical work experience and training to achieve food safety hygiene certificate level 2

Practical work experience to give an understanding of the processes and practices required or to operate simple catering machinery

Polite and courteous with colleagues and the general public

Satisfactory enhanced DBS disclosure certificate (relevant applications and checks will be carried out before any job offer is confirmed).

<p>To manage stock and order meal supplies to ensure the round food requests can be satisfied.</p> <p>Will require the ability to be able to work within freezer temperatures for short periods, removing stock from the freezer, boxes circa 4-5 Kg in weight are carried 12-15 ft to the preparation area and to carry out physical cleaning duties.</p> <p>Support maintenance of kitchen items and environment as required for shared use.</p> <p>Perform straightforward activities to provide information for others to use.</p> <p>Much of the work undertaken within the Department is of a highly confidential nature. The postholder must at all times maintain confidentiality and should be aware that, given the nature of the services provided by the Department they may on occasions be exposed to information that they may find upsetting.</p>	
<p>Performance measures</p>	<p>Competencies</p>
<p>Quantifiable objectives ~ e.g.</p> <ul style="list-style-type: none"> • Assessment of safe work environment • impact evaluation of intervention/ activity • quality of records, <p>Feedback from service users and colleagues Condition of work area Line manager assessment</p>	<p><u>Team Working</u> ~ cooperation and flexibility, learns from others and shares information <u>Outcome focused</u> ~ knows and understands relevant goals for own role and performs tasks to established standards <u>Problem Solving & initiative</u> ~ follows guidelines to identify issues, refers issues to others where outside own remit <u>Planning & Organising</u> ~ follows routines and work schedules <u>Business Awareness</u> ~ Understands the contribution of own role to the work environment and understands the role of others in relation to their impact on own role</p>

Equality and Diversity

We expect all employees to act professionally and to treat colleagues and the public with dignity and respect. This means setting a strong personal example of good equality and diversity practice at all times and ensuring they are sensitive to the needs and views of others and reflect this in the way they behave. Managers have additional responsibilities of managing others effectively by recognising and valuing each team member as an individual and always challenging inappropriate language and behaviour.

Health and Safety

We all have a responsibility to work within health and safety legislation, associated codes of practice, North Somerset Council's policies and procedures and our local safe systems of work and emergency arrangements.

Continuous Development

Our jobs and the way we do things evolve over time and we need to keep abreast of new technologies, legislation and methodologies for our own subject areas. We are responsible for reviewing and developing our own professional practice.