

Job Description



Job Title:

Cook

Location:

Alyn Waters Country Park and Buckley Town Centre
(the ability to drive or get to both sites will be essential)

Responsible to:

Café Manager

Number of hours per week:

25 hrs per week
(usually Monday to Friday 9.30am -2.30pm)
The ability to work occasional weekends will be required.

Salary:

£15,893 per annum (£23,840 FTE)

Purpose of the job

To prepare and cook food in our kitchens to high standards, with the emphasis on homemade / home-cooked. The role will also include providing excellent customer service and support to the day to day running of the café's and any catering requirements of our conference room and any events/workshops held across our locations.

Summary of Main Responsibilities

Day to Day Operations

- Prepare and cook menu items to Caffi Cyfle brand specification to maintain quality standards.
- Train and raise awareness on food allergens and how to make customers aware of these.
- Follow policy on sustainability of produce and ethical requirements of food.
- Support any catering requirements of our conference room and any events/workshops held across our locations.
- Liaise with local suppliers and plan menus around seasonality with the manager.
- Maintain and update hygiene records of daily, weekly and monthly tasks.
- Suggest new menu items based on seasonality and customer feedback and help plan menus.
- Provide excellent customer service and nurture friendly relationships with customers to increase loyalty and boost our reputation.
- Agree to and work towards budgets, as directed by the manager.
- Monitor and report low stock levels to ensure full availability of menu items.
- Complete administration and paperwork as required.
- Provide mentoring support to work opportunities participants and provide supervision and instruction on daily duties.
- Receive deliveries of stock, ensuring that all stock is delivered as specified by the supplier.
- Ensure that damaged stock and incorrect items are reported to the supplier within 48 hours.

- Aim for zero waste and accurately record waste that is unavoidable.

Health and Safety

- Ensure safe use of machinery and equipment to minimise any risk of injury.
- Ensure compliance with licensing, hygiene, health and safety legislation and adhere to company risk assessments and guidelines.
- Promote a safe working environment, following good housekeeping practices, ensuring all Café areas are clean and tidy.

Other Duties

- Assist with promoting and marketing the Café and support with events as required.
- Work with other colleagues from Groundwork and Refurbs on other projects that may include the Café's as a base.
- In addition to the above, the post-holder may be required to undertake other reasonable duties and responsibilities which are compatible with the overall scope of the appointment, in discussion with the Cafe & Conference Centre Manager.
- Attend essential training courses as required.

Person Specification

	Essential	Desirable
Knowledge & Experience	<ul style="list-style-type: none"> • At least 2 years' experience of working in a similar role. • Knowledge of and experience in preparing and cooking food. • Knowledge of up to date hygiene regulations and must hold a minimum of level 2 food hygiene certificate. • Professional Cookery level 2 or equivalent. • Food and Drink Qualification level 2 or equivalent. 	<ul style="list-style-type: none"> • Knowledge of safer food better business pack. • IOSH Working safely level 2 • First Aid at Work
People	<ul style="list-style-type: none"> • Possess excellent people and communication skills. • Commitment to equity, equality, diversity and inclusions. • Ability to motivate others. • Ability to explain and train others in own work task and duties. • Ability to provide mentoring support to work opportunities participants and to provide supervision and instruction on daily duties. • Ability to work with people at all levels with an approachable and positive outlook. 	

Judgement & Initiative	<ul style="list-style-type: none"> • Possess excellent organisational skills to enable effective running of the Café. • Ability to work as part of a team. • Confident, enthusiastic and self-motivated. • Ability to give advice, and to solve problems with tact and diplomacy. • Ability to plan and prioritise workload effectively to meet daily needs of the Café. • Ability to generate ideas for new menus. 	
Communication	<ul style="list-style-type: none"> • Excellent written and verbal communication skills. • Ability to work with individuals at a variety of levels, internally and externally and in a range of organisations. • Ability to represent the organisation professionally to internal and external customers. 	<ul style="list-style-type: none"> • Ability to communicate through the medium of Welsh.
Other	<ul style="list-style-type: none"> • Ability to get to both sites if not a driver. • Ability to demonstrate the qualities in line with Groundwork North Wales' values. • Appreciation and understanding of Welsh heritage and culture. 	<ul style="list-style-type: none"> • Full driving licence and own transport to drive between sites as required.