

## **Job Description**

<b>Job Title:</b>	Cook
<b>Responsible to:</b>	Café Manager / Head Cook
<b>Location:</b>	Raystede Centre for Animal Welfare
<b>Grade:</b>	B

### **Background information**

Raystede Centre for Animal Welfare, established in 1952, is a charity that aims to give animals a better life through rehoming, rehabilitation and sanctuary, and give people the support and knowledge they need to treat animals with care and respect. We care for more than 400 animals every day, including cats, horses, dogs, rabbits, hens and exotic birds. We help most of the animals find new homes but also provide life-long sanctuary for those animals that cannot be rehomed. Our beautiful 43 acre site is open for visitors to get a unique glimpse into a working animal welfare centre.

Animals are at the heart of everything we do but we could not care for them without our expert and dedicated team of staff and volunteers. Surrounded by animals, lakes, trees and fields with a café, shops, parking and many other benefits, Raystede is an uplifting and rewarding place to work.

The café team are part of the Commercial and Visitor Operations department. Upholding high standards and a friendly caring approach we offer a broad range of food and drink to visitors onsite. Every penny of our profits go directly into helping the animals in Raystede's care.

### **Main Purpose of the role:**

To operate the kitchen in an efficient and effective way to agreed standards. Support and liaise with the Manager to maintain consistently high standards throughout the café and kitchen, including food preparation, cleaning and H & S. To maximise margins and produce varied, profitable and time-efficient menu while also making as much on site as possible. To be fully aware of all allergens and dietary requirements and produce a menu reflective of this.

Be positive about future change, be aware of the need to be conscious of using resources at Raystede and contribute to a one team feel at Raystede.

### **Key Tasks**

1. Ensure the kitchen operates smoothly and effectively
2. Maintain consistently high standards in the café, kitchen, Little Grazers
3. Manage daily priorities and ensure day to day routines are carried out & recorded appropriately, particularly food temps/ delivery temp logs and cleaning

4. Ensure the full menu is available at all times whilst also being mindful of wastage
5. Ensure consistency in standards are met in the kitchen at all times
6. Ensure the menu is cost effective and efficient whilst being mindful of dietary requirements
7. Provide and deliver a varied and extensive vegetarian and vegan specials menu which is available at all times
8. Liaise with front of house on specials/ allergens/ dietary requirements
9. Follow policies and protocols at all times
10. Work collaboratively and flexibly to ensure a consistent, high quality of service is offered at Raystede
11. Handle all foods and products in line with Food hygiene level 2 standard as a minimum
12. Deliver 100% accurate stock management processes inc stock take and stock ordering
13. Ensure all equipment is maintained appropriately and faults reported
14. Support the Manager to wholly deliver compliance regimes

### **General**

- At all times ensure and maintain a compassionate, professional and efficient public image for the charity
- Participate in supervision, appraisal, and learning and development and take personal responsibility for maintaining the knowledge and skills required for the role
- Take responsibility for ensuring own health and safety and that of others who may be affected by your acts and omissions. Report any health and safety risks to your manager.
- Work within the policy framework of Raystede Animal Centre and adhere to the terms laid out in the employee handbook

### **Key Working Relationships**

General public, giving people the best experience in our café through excellent customer service

Colleagues, team working is essential

Commercial team, being part of a bigger team to maximise efficiencies and share best practice

### **Scope and Accountability**

<b>Decision making and limits of authority</b>	<ul style="list-style-type: none"> <li>• Advise on the operational needs to ensure smooth running of the kitchen</li> <li>• Defer to café manager, another commercial manager, or Head of Commercial for anything over and above</li> </ul>
<b>Financial resources</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Material assets</b>	<ul style="list-style-type: none"> <li>• Accurate stock control and date rotation to minimize waste.</li> </ul>
<b>Information and communication resources</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>People management</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Legal, regulatory and compliance responsibility</b>	<ul style="list-style-type: none"> <li>• Ensure H&amp;S records are accurate and legally compliant</li> <li>• Ensure the café retains level 5 rating with EHO by adhering to all hygiene procedures and therefore always ready for inspection</li> <li>• Ensure full compliance with allergen laws, including but not limited to Natasha's Law</li> </ul>

## Person Specification

	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> <li>• Good standard of English and Maths</li> <li>• Food Hygiene level 3</li> </ul>	
Knowledge and Experience	<ul style="list-style-type: none"> <li>• 5 years experience of working within a commercial kitchen environment</li> <li>• Good knowledge of vegetarian/ vegan food</li> <li>• Ability to work well under pressure and manage multi-ticket ordering</li> <li>• Experience of stock handling including date rotation and maintaining cold chain (keeping appropriate records)</li> <li>• Positive and supportive of new ideas and processes that help service and offer, looking to continually improve.</li> <li>• Well organised and able to work in a tidy manner</li> <li>• Ability to consistently prepare food to a high standard</li> <li>• Ability to work effectively within a team</li> <li>• Good communication skills, ability to positively interact with different groups of people, both internal and external customers</li> <li>• High standards of personal hygiene</li> <li>• Knowledge of health and safety best practice.</li> </ul> <p>Good understanding of sales margin and cost management.</p>	
Key Skills and Abilities	<ul style="list-style-type: none"> <li>• Proven communication skills, written and oral.</li> <li>• Ability to prioritise and multi-task</li> <li>• Excellent attention to detail.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
Personal Attributes	<ul style="list-style-type: none"> <li>• Personal, sociable and people orientated</li> <li>• Commitment to equality, diversity and inclusion and understanding of how it applies to own role</li> <li>• Empathy and interest in animals and their welfare</li> </ul>	
Other	<ul style="list-style-type: none"> <li>• To have a flexible approach to working hours.</li> </ul>	