

## Raystede Centre for Animal Welfare

### Job Description

<b>Job Title:</b>	Prep/Assistant Cook
<b>Responsible to:</b>	Café Manager / Head Cook
<b>Location:</b>	Raystede Centre for Animal Welfare
<b>Grade:</b>	A0

#### **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 assist in the smooth running of the kitchen, to agreed standards. Support the cooks and the wider team to maintain consistently high standards throughout the café and kitchen, including food preparation, cleaning and H & S.

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**

To take day to day responsibility for operating the café kitchen on head cook days, weekends off

- To deliver the agreed menu
- To brief the café manager at regular agreed intervals (and immediately if urgent) on progress in the kitchen.
- To propose action to them for improvements in operations.
- Ensure consistency in standards are met in the kitchen at all times

- Provide and deliver a varied and extensive vegetarian and vegan specials menu which is available at all times
- Liaise with front of house on specials/ allergens/ dietary requirements
- To maintain an awareness of developments in local cafes
- To maintain an awareness of the work of Raystede and relevant local or national issues through press, media, and local views.
- to work as part of a team with kitchen and front of house staff
- Ensure hand overs are thorough between head cook and cook between shifts

#### *Premises, security and safety*

- To ensure all hygiene rules are adhered to with daily regimes implemented and monitored
- To ensure all café equipment is kept in good working order
- To apply company Health & Safety regulations in accordance with guidelines by:
  - Maintaining Health & Safety records; general plus catering specific such as:
    - Temperature checks on deliveries and cold storage units
    - Temperature checks on cooked foods
    - Made on and use by dates
  - Undertaking required fire drills.
  - Implementing risk assessment procedures
  - To ensure you meet health and safety procedures

#### *Physical requirements*

- Frequent bending, lifting, reaching, kneeling, walking, and standing for 6 hours or more per day.
- Exposure to degreasers, sanitising and disinfectant solutions for cleaning.
- Exposure to heat; general cooking environment plus fryers
- Exposure to excessive heat and oil for daily cleaning of fryers

#### **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**

All members of the café team, General public, giving people the best experience in our café through excellent customer service

Colleagues, team working is essential

Commercial team

#### **Scope and Accountability**

<b>Decision making and limits of authority</b>	<ul style="list-style-type: none"> <li>• Adhere to all relevant catering hygiene and safety rules</li> <li>•</li> <li>• Defer to one of the cooks, or 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</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

	<b>Essential</b>	<b>Desirable</b>
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of English and Maths</li> <li>• Food Hygiene level 2</li> </ul>	
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• 1 years experience of working within a commercial kitchen environment</li> <li>• Good knowledge of vegetarian/vegan food</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>	<ul style="list-style-type: none"> <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>• </li> </ul>
<b>Key Skills and Abilities</b>	<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>
<b>Personal Attributes</b>	<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>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• To have a flexible approach to working hours.</li> </ul>	