



HR use only

Evaluation Date	
Grade	10

JOB DESCRIPTION

Job Title:	Cook Supervisor	Reports to:	Duty Manager
Department:	Catering	Location:	EICA RCP
Work Pattern:	Shift work	Contract Status:	Permanent

BACKGROUND

Edinburgh Leisure is Edinburgh's biggest provider of Leisure Services, welcoming over 4 million customer visitors a year to our 30 venues across the City. We have a total income of around £25m and as a Not for Profit company, we proudly spend every penny of that on providing and developing our great range of services to make Edinburgh a healthier place.

We want enthusiastic and energetic people who will create a great experience for our customers and share the following values. Edinburgh Leisure **makes a positive difference** by: **welcoming** all, each one of us **caring** about what we do, being **passionate** about how we do it, and feeling **proud** of what we achieve

JOB PURPOSE

You are responsible for leading the production of quality wholesome food for our customers. You will ensure consistency in standards of menu design and food production maximising gross margin and minimising waste. Working patterns may vary and will reflect the needs of the business.

KEY RESULT AREAS

Key Responsibility	Expected time spent (%)
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1. Design, develop and deliver a quality and cost effective food menu for our cafe users and also catering for special events, reacting to customer demands and seasonal availability of produce to ensure customer satisfaction and income targets are achieved.	40%
2. Ensure all food production delivery is produced in line with H&S requirements and complies with food safety regulations/ HACPP and ensure all records relating to food	20%
safety and temperature monitoring systems are recorded accurately.	
3. Manage stock ordering processes; using approved suppliers' food stuffs, catering disposables and other ancillary items according to procedures within budgetary allocations effectively to ensure optimal stock levels are maintained & ensure wastage is minimised.	20%
4. Lead and develop team members in their role, carry out duties associated with the line management of staff, e.g. return to work interviews, performance appraisal, recruitment & selection.	10%
5. Consult with your customers to seek feedback in order to improve the catering product offering or service level, provide regular business updates to the facility manager on a weekly/monthly basis in connection with financial operation practice	10%

RESPONSIBILITY FOR RESOURCES	
Responsibility for staff:	Small group of Catering Assistants
Salary bill for all staff reporting:	tbc
Responsibility for finance and level of financial control:	Complete all financial, cash handling, stock rotation and stock control procedures, completing checks and paperwork as necessary. Monitor your proportion of the budget to ensure agreed income and expenditure targets are adhered to.
Responsibility for Physical Resource:	Use of a range of food & beverage preparation equipment. Responsible for ordering food, beverage and consumable supplies

Responsibility for Data and Information:	Compile reports relevant to your role and responsibilities within your team, for example end of shift reports, performance reports and incident reports. As a line manager you will have personal information relating to your direct report.
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GUIDELINES AND EXPECTATIONS

Authorities & Limitations
<ul style="list-style-type: none"> You'll be required to make and take decisions in line with agreed standards of working, however training will be provided to ensure you have the knowledge and skills to do the job. You should be able to respond to and resolve customer enquiries, complaints and comments – in person where possible – and ensure that any outcomes are shared and know when to refer the enquiry to the Manager. You have flexibility to design, adapt and alter the cafe and special event menus. □ Prepare menus and costs for catering of events.
Communication & Representing The Organisation
<ul style="list-style-type: none"> Engage staff and customers in new food developments, provide feedback to the facility manager on "what our customer would like to see" to meet customer needs to ensure we meet customer satisfaction and income targets. Ensure that you deliver high quality products with consistently high customer service and catering standards with a focus on continual improvement. Monitor the quality of the food & beverage offering to ensure consistent delivery in order to satisfy customers. Talk to customers to gather feedback in order to improve our catering product offering or service level, highlight any potential development opportunities to your supervisor. Regular communication with catering suppliers by telephone, email or in person. Conduct stock checks and keep accurate written H&S records as required and ensure the kitchen meets all food safety and hygiene standards. Be able to provide accurate information during inspections from (EHO) environmental health officer Analyse and review cafe income, prepare management information reports for budget and performance meetings
Safeguarding Our Customers

- Take an active role in the safety of yourself, your team, the facility and customers. Don't interfere with any equipment designed to preserve life. Take action to fix or report any potential hazard.
- Ensure the catering services provided meet with the appropriate legislation, licensing and in line with the Food Safety (Scotland) Regulations 2006.
- Ensure that EL's Health and Safety Policy is implemented and that all Health and Safety legislation and guidelines are adhered to, in particular Food Hygiene
- Ensure you and your team understand and fulfil their roles (following training) in:
 - Edinburgh Leisure's Health and Safety policy
 - Edinburgh Leisure's Child Protection policy
 - Emergency Action Plan (EAP)
 - Normal Operating Plan (NOP)

Problem Solving

- Deals directly with problems without relying on others to make decisions for them e.g. dealing with late or missing deliveries, substituting menu items etc.
- Service standards must be maintained therefore you are expected to react quickly and efficiently if and when things go wrong
- You must be able to plan effectively to meet the demands of customers, peaks in food service balancing conflicting demands and responding to changing priorities

Impact On Organization

- The successful operation of the Café is important to the overall performance of the business. Our aim is to deliver great food with great service to keep our customers wanting to come back. Your role is integral to making this work helping to grow our business, achieve income targets and continue to develop as a service.

JOB DEMANDS

Physical	A reasonable level of personal fitness is required to carry out this role as you will spend a lot of time on your feet preparing food and keeping the food preparation area clean and tidy. You may also be required to handle deliveries therefore some lifting and carrying is required.
Mental	This role requires alertness and professionalism as you will be expected to respond to all people and situations appropriately. You will need to be able to respond quickly and effectively throughout your shift.
Emotional	The vast majority of our staff and customers are happy to be there and a delight to deal with. There may however be occasions when you will have to respond to more challenging situations in a calm and professional manner.

Environmental	You will be expected to be in and around the venue interacting with people, to work as part of the venue team and assist in tasks such as event set-up and cleaning.
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PERSON SPECIFICATION

Factor	Essential	Desirable
Qualifications and Attainments:	<p>For this role, you will be expected to hold the following qualifications:</p> <ul style="list-style-type: none"> • Minimum SVQ 2 Food Prep and Cooking and or City and Guilds 706/1/7062 or equivalent • REHIS Intermediate Food Hygiene or equivalent (essential) 	<p>You will be expected to gain the following qualifications while in the role:</p> <ul style="list-style-type: none"> • Institute of Occupational Safety and Health (IOSH) or equivalent • First Aid at Work • Maintain Food Hygiene qualifications • Working with Healthy Living Award • Working with Cooksafe
Knowledge and Experience:	<ul style="list-style-type: none"> • Catering skills –food preparation and assembly to comply with Food Safety & HACPP , prepare hot & cold drinks, service vending machines, stock management & merchandising • Experience in a customer service environment • Stock ordering and management • The ability to count accurately, operate tills, reconciliation and preparation of daily banking 	<ul style="list-style-type: none"> □ NC or equivalent in a catering related subject □ VQ Level 2 Award for Proficiency in Baking Industry Skills

DISCLOSURE/PVG REQUIREMENTS

Basic Disclosure

I have read and understand this job description and I am clear about what is expected of me in this job.

Signed

Date