

HR use only

JOB DESCRIPTION

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| Evaluation Date | |
| Grade | 12 |

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| Job Title: | Cook | Reports to: | Cook Supervisor |
| Department: | Customer Operations | Location: | EICA |
| Work Pattern: | 16-18 hours per week variable shifts | Contract Status: | Full time, permanent |

BACKGROUND

Edinburgh Leisure is Edinburgh's biggest provider of Leisure Services, welcoming approaching 5 million customer visitors a year to our 30 venues across the City. We have a total income of almost £30m 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

To produce quality cooking and baking for our customers that complies with EL CookSafe Food Safety Assurance System and Food Safety Act 1990.

KEY RESULT AREAS

| Key Responsibility | Expected time spent (%) |
|--|-------------------------|
| <ul style="list-style-type: none"> Produce high volume cooking and baking following daily menus and recipes ensuring consistency in quality and ensuring efficient use of ingredients | 60% |
| <ul style="list-style-type: none"> Plan and prepare food for special events including large groups and birthday parties | 20% |
| <ul style="list-style-type: none"> Assist the Cook Supervisor in planning menus to meet the needs of our customers, react appropriately to slow sellers, maintain appropriate stock control to maximise sales. | 10% |
| <ul style="list-style-type: none"> Adhere to the Health & Safety policy, Food Hygiene and Cooksafe Food Safety and maintain all Food Safety records in line with EL house-policy and temperature monitoring systems | 10% |

| RESPONSIBILITY FOR RESOURCES | |
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| Responsibility for staff: | None |
| Salary bill for all staff reporting: | None |
| Responsibility for finance and level of financial control: | Some responsibility for stock ordering |
| Responsibility for Physical Resource: | Catering equipment & stock |
| Responsibility for Data and Information: | Record and monitor health and safety database for the control of food safety standards. Check delivery notes as goods are received |

GUIDELINES AND EXPECTATIONS

| Authorities & Limitations |
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| <ul style="list-style-type: none"> You are responsible for the production of food for customers following menu plans, recipes and set standards. At times you will have to adapt menus and recipes depending on demand and available stock. You will monitor the quality of deliveries and address any issues or anomalies with suppliers. You 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 your Manager. You assist the Cook Supervisor to develop menus and recipes to meet customer needs, follow trends and ensure income and expenditure targets are achieved |

| Communication & Representing The Organisation |
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| <ul style="list-style-type: none"> You speak with our customers, colleagues and suppliers in a friendly, welcoming, positive, caring and helpful manner. Ensure menu (boards) are updated as appropriate You will be required to complete all written reports such as; Edinburgh Leisure standards & checklists accurately ensuring compliance with CookSafe Food Safety Assurance System and Food Safety Act 1990. |

| Safeguarding Our Customers |
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| <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> Edinburgh Leisure's Health and Safety policy Edinburgh Leisure's Child Protection policy Emergency Action Plan (EAP) Normal Operating Plan (NOP) You have a legal responsibility as a food handler to comply with EL CookSafe Food Safety Assurance System and Food Safety Act 1990 ensuring that food prepared for our customers is of a quality standard. |

| Problem Solving |
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| <ul style="list-style-type: none"> You find the best and most cost effective way to produce quality wholesome food, supported by the cook supervisor. |

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| <ul style="list-style-type: none"> You will react to equipment breakdowns, issues with deliveries, special dietary requests and unexpected changes in customer demand. You identify problems at an early stage and share with cook supervisor and manager at the earliest opportunity. You can ask others for guidance and support. |
| Impact On Organization |
| <ul style="list-style-type: none"> The successful operation of 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. The role of cook is integral to making this work helping to grow our business, achieve income targets and continue to develop as a service. |

| JOB DEMANDS | |
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| 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 and cooking food for our customers and keeping the kitchen clean and tidy. You may also be required to handle deliveries therefore some lifting and carrying is required. You will be expected to work as part of the catering team cleaning your work area and assist in tasks such as set-up and cleaning front of house. |
| Mental | This role requires an ability to follow systems and procedures accurately. The environment can be busy and there will often be conflicting demands on your time and attention. You will need to be able to prioritise these and respond quickly and effectively throughout your shift. |
| Emotional | This role deals with customers and their expectations of good quality food and you need to be able to deal with more challenging behaviour in a calm and professional manner. |
| Environmental | Based in the kitchen you will have use of modern cooking appliances and food preparation equipment which can be busy, hot and occasionally noisy. |

PERSON SPECIFICATION

| Factor | Essential | Desirable |
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| Qualifications and Attainments: | Cooking qualification: <ul style="list-style-type: none"> SVQ 2 Food Prep and Cooking and or City and Guilds 706/1/7062 or equivalent Elementary Food Hygiene (must be willing to work towards within probationary period) | Experience of: <ul style="list-style-type: none"> Order & Stock management Menu planning Working with Healthy Living Award Working with Cooksafe |
| Knowledge and Experience: | <ul style="list-style-type: none"> Preparing & cooking wholesome quality food for large number Working in a fast paced customer focussed catering environment Experience working with HACCP & CookSafe Food Safety Assurance System | <ul style="list-style-type: none"> Delivering great customer service Working in similar catering environment Catering for large groups / events |

| DISCLOSURE/PVG REQUIREMENTS |
|------------------------------------|
| Basic |

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

Signed

Date