



## Job Description

<b>Job Title:</b>	Cook/Supervisor		
<b>Department:</b>	Campus Services	<b>Location:</b>	Thurso
<b>Grade:</b>	NSUP16 - £28,889 per annum		
<b>Report To:</b>	Site Services Manager		

### Job Purpose:

The primary purpose of the post is to manage commercial kitchen activity ensuring provision of an efficient and customer focussed service.

### Key Accountabilities

The post holder will be accountable for:

- Day to day delivery of cost efficient, good quality catering for College students, staff and external stakeholders.
- Line management and supervision of Café Assistants, ensuring that staff are fully aware of all Health & Safety requirements and wear protective clothing as necessary.
- Ensuring service delivery within budget parameters.
- Delivering health and cost-efficient menu options, ensuring effective costing, portion and waste control.
- Responsible for ordering stock and ingredients to ensure appropriate levels of stock at all times.
- Ensuring all aspects of health & safety and compliance with statutory requirements in relation to food operations are adhered to.
- Ensure an appropriate cleaning regime to maintain a high standard of cleanliness in line with customer expectations.

## **Duties and responsibilities**

The following duties and responsibilities are intended to give a broad indication of the variety of tasks the post holder may be asked to undertake. It should be noted that a job description is not an exhaustive list of activities, and staff may be asked to carry out other duties commensurate with the level of the post. The job description may also be amended to take account of changed circumstances, and staff will be consulted when this is necessary.

- Prepare food in accordance with all guidelines and legislations
- Ensure effective portion control and minimal waste is achieved
- Delivery a balanced, healthy and wholesome menu choice that meets customer needs and promotes the Colleges health and wellbeing agenda
- Line management and supervision of Café Assistants.
- Responsible for ordering stock and budgeting
- Servicing of hospitality requirements for meetings
- Promote a culture of customer service and high quality delivery; responding to customer feedback
- Ensure the café is clean and well maintained in line with customer expectations
- Proactively monitor and minimise risk to ensure full compliance with health & safety legislation
- Maintaining accurate and up to date stock records, health & safety documentations and waste records
- To adhere to allergen safeguarding measurements
- Adjust food items to accommodate guests with allergens or specific diet concerns
- Work with curriculum colleagues in supporting work experience of College catering students.
- To attend first aid training and provide first aid cover.

## **Terms and Conditions**

This post is governed by Support Staff terms and conditions, which are subject to collective bargaining processes.

## **General**

- Proactively contribute to own personal development and supporting the wider sustainability of UHI North, West and Hebrides;
- Contribute to UHI's climate, biodiversity, and sustainability goals, including net-zero by 2040;
- Ensure consistency and equality at all times and proactively engage in UHI North, West and Hebrides values of trust, integrity and excellence.
- Ensure the health and safety of self and others and compliance with safeguarding, data protection requirements and all college policies;
- Work collaboratively with colleagues to ensure a whole college focus and approach

## **Appendix: Personal Attributes Framework Leadership – Providing direction, inspiration and encouragement to others**

- Acts with confidence guiding the activities of colleagues, students and/or visitors
- Demonstrates a positive attitude to new ways of working and when faced with difficult situations
- Understands importance of having a strong sense of purpose and common goal
- Understands how own role contributes towards meeting organisational goals
- Takes responsibility and is accountable for own actions
- Is able to objectively assess own strengths and limitations
- Delivers a friendly and professional service to learners, customers and staff
- Reflects positively on feedback and responds proactively
- Ensures colleagues and line managers are kept informed of activities
- Listens effectively and shows empathy to others' needs and feelings

## **Teamworking/Communication – Working with others in a constructive and supportive way to achieve goals and manage change.**

- Gives guidance and support to colleagues when it is needed.
- Asks for and accepts help when needed.
- Readily shares information, knowledge and expertise within own teams and across teams.
- Establishes effective working relationships inside and outside the college.
- Is polite, tolerant and patient, treating all with dignity and respect.
- Helps others to learn through encouragement and feedback.
- Works collaboratively with team and other functions to achieve a successful outcome.
- Listens to and respects others' views and opinions.

## **Performance – Managing performance of teams across the college and creating development opportunities**

- Seeks ways to improve own learning and self-development
- Takes responsibility for managing own time and area of work.
- Seeks clarity when uncertain about information/instruction.
- Prioritises workload and is able to deal with changing requirements.
- Takes personal responsibility to ensure continuous professional development of skills and knowledge.
- Seeks and analyses feedback and takes positive action.
- Keeps customers updated on progress

- Aims to deliver agreed targets to timescale
- Manages customer expectations diplomatically and tactfully
- Pursues service excellence in line with college vision, commitments and standards
- Takes responsibility for following through on customer enquiries
- Supports and promotes a customer focused culture.

## Person Specification

Criteria	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Industry related qualifications</li> </ul>	<ul style="list-style-type: none"> <li>First Aid</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Relevant food safety practices</li> <li>Experience of leading and supervising a team</li> <li>Working in a kitchen environment</li> <li>Working under own initiative</li> <li>Health and safety compliance</li> <li>Operating a standard till system and cashing up</li> </ul>	<ul style="list-style-type: none"> <li>Handling customer enquiries and complaints</li> <li>Budget management</li> </ul>
<b>Knowledge &amp; Skills</b>	<ul style="list-style-type: none"> <li>Highly organised, able to prioritise tasks</li> <li>Excellent verbal and written communication skills</li> <li>Accurate record keeping skills</li> </ul>	<ul style="list-style-type: none"> <li>Good general IT skills and knowledge of IT systems</li> </ul>
<b>Personal Qualities*</b>	<ul style="list-style-type: none"> <li>Ability to act as ambassador for the College in high level external contexts</li> <li>Also: see personal attributes framework</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>Commitment and ability to undertake and/or continue professional development in a relevant discipline</li> <li>Clean driving licence</li> <li>Be willing to work flexible hours when necessary to meet requirements of the post</li> <li>Be willing to regularly travel on College business, between centres, UHI and within Scotland</li> <li>Satisfy appropriate Disclosure Scotland checks</li> </ul>	

\*Please note that the personal qualities, whilst desirable, will not be considered when shortlisting in line with the essential criteria for the role.

## **KEY TERMS AND CONDITIONS OF EMPLOYMENT**

Hours of Work	This post is for 30 hours per week but you may be required to work additional hours to meet service requirements. The normal full-time working week is one of 35 hours.
Duration	This a part-time, permanent post.
Salary	The salary for this post is on Support Scale Point 16, £28,889 per annum, pro-rata
Holidays	As this is a term time appointment (40 weeks in a year) the post holder will be entitled to a pro rata paid leave and public holiday entitlement.
Location	The position will be based primarily at our Thurso Campus, but you may be required to work in any campus of UHI North, West and Hebrides.
Pension	You will be contractually enrolled into the Local Government Superannuation Scheme. Further details are available upon appointment.
References/ Medical Assessment/ PVG Check	For external candidates' appointment will be subject to references and a PVG check, which will be taken up after an offer has been made.

*UHI North, West and Hebrides, an equal opportunities employer, is a registered charity which exists to provide Further and Higher education.*

