**JOB DESCRIPTION**

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| **JOB TITLE:**  | Deputy Chef/Cook Manager |
| **POST NO:**  |  |
| **RESPONSIBLE TO:** | Service Manager |
| **RESPONSIBLE FOR:****(list direct reports by role)** |  |
| **SALARY:**  | £9.76 |
| **HOURS:** | **37.5** |
| **BASED AT:**  | Abbeyfield Tywyn |
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| **MAIN OBJECTIVES** |
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| * To uphold the Values, Ethos and Objectives of the Abbeyfield Wales Society (AWS)
* To be responsible for the health, safety and wellbeing of the residents
* To develop a homely, welcoming, safe and well managed environment for residents to live in
* Support the Chef Manager to plan the provision of nutritious meals to all residents.
* Support the Chef Manager to undertake office administration in relation to the catering service.
* Liaise closely with the service manager to ensure a customer focused service is delivered.
* To work closely with the team and encourage positive team work.
* To share best practice with colleagues at other remote sites.
* To ensure that all services meet with legislative and best practice guidelines.
* Ensure that excellent food standards are consistently delivered.
* Ensure all Health and Safety and environmental health standards are achieved and maintained.
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* To support the work of the Wellbeing House Manager and/or the Deputy House Manager as directed by the Service Manager
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|  **KEY ACCOUNTABILITIES:** |
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| * To support the Wellbeing House Manager to deliver a service that is fully compliant with the relevant health and safety legislation, regulation and policy guidance issued by AWS.
* Ensure that a good standard of hygiene and cleanliness is maintained throughout the kitchens, to meet the required standards of practice prescribed by Environmental Health Agencies.
* To conform to AWS Food Hygiene procedures.
* Ensure all equipment used is well maintained, in good working order and report repairs directly to the contact centre.
* To prepare, cook and present well-balanced nutritious meals and beverages to the highest quality incorporating cultural and dietary requirements of all residents.
* Support the Chef Manager to engage with residents to plan menus that reflects choice and preferences to maintain high levels of satisfaction.
* In the absence of the Chef Manager purchase supplies in accordance with the planned menu, whilst monitoring and controlling stock levels.
* Action efficiently and professionally, any issues identified during the quarterly audits completed by the Service Manager.
* Aim to deliver the highest possible standard of food hygiene rating for the service
* To respond to the other needs or residents as required in an emergency if the Wellbeing House Manager or their deputy is absent from site.
* To act as a team member and contribute and participate in any training, meetings and conferences to promote the work of Abbeyfield.
* To report immediately to the Wellbeing House Manager or Deputy House Manager any safeguarding concerns relating to the welfare of the residents
* To support the Chef Manager and Service Manager to monitor and manage the onsite catering budget.
* Provide cover for other team members during periods of absence, whether planned or unplanned, this could require stepping out of own designated role in part or whole in consultation and directed by the Service Manager, and could mean having to provide wellbeing support to residents and carryout all relevant health & safety checks in line with AWS procedures.
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| **KEY TASKS:** |
| * To manage the meal service
* Support the Chef Manager to prepare the menu plan, source foodstuffs and manage the stock control
* To ensure that the health and safety and cleanliness standards within the meal services are maintained to the highest standards at all times
* To contribute to budget discussions and manage the budget for the house with the support of the House and Service Manager
* To ensure that the minimum training standards are maintained at all times
* To ensure that the house is compliant with all relevant health and safety legislation at all times and to ensure records are maintained to evidence this in accordance with AWS policies and procedures.
* To report repairs in accordance with AWS Policies and procedures
* To support the House Manager to ensure that goods ordered for the meal service are appropriately managed through the house credit card and/or petty cash account and within budget
* To promote the house and services provided locally and maintain an awareness in the local community of the service
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| **GENERAL:** |
| * To uphold the values and ethos of AWS at all times
* To act in accordance with AWS policies and procedures at all times
* To ensure the confidentiality and integrity of information held at all times and comply with AWS Data Protection and confidentiality policies
* To ensure that Equality and Diversity Policies are complied with at all times
* To respect colleagues views and expect your views to be respected
* To ensure the service is well delivered and to develop positive working relationships with all AWS colleagues, volunteers and other agencies and contractors that may deliver services to the site
* To support colleagues to deliver a customer focused service that enables residents to live as independently as possible The post requires individuals to often work remotely and therefore it is expected that the post holder will work using their own initiative and skills
* To participate in training to meet the minimum requirements of the roles and to participate in meetings and conferences where possible
* Where reasonable, provide cover for other Abbeyfield Services
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| **Essential** | **Desirable** | **PERSON SPECIFICATION** | **How Tested** |
| **JOB TITLE: Deputy Chef/Cook Manager** | Application Form or CV | Interview | Other |
| ✓ | ✓ | **1. QUALIFICATIONS** | ✓ | ✓ | ✓ |
| ✓ |  | Food Hygiene Certified - Level 2 as a minimum. | ✓ |  |  |
|  | ✓ | First Aid Certified. |  |  |  |
|  | ✓ | NVQ Level 2/ 3 in Food Preparation/ Catering. | ✓ |  |  |
| ✓ |  | HACCP level 2 | ✓ |  |  |
|  | ✓ | HACCP level 3 | ✓ |  |  |
|  |  | **2. EXPERIENCE** |  |  |  |
| ✓ |  | Understanding of and clear commitment to food hygiene, health and safety practices. | ✓ | ✓ |  |
| ✓ |  | Previous catering management experience within a commercial or business setting | ✓ |  |  |
|  | ✓ | Experience of budget & stock control | ✓ | ✓ |  |
|  | ✓ | Experience of delivering a varied and nutritious meal within a Pre-determined budget  |  |  | ✓ |
|  | ✓ | Experience of working with elderly or vulnerable adults |  | ✓ |  |
| ✓ |  | Previous experience of working as part of a team | ✓ | ✓ |  |
|  |  | **3. SKILLS/KNOWLEDGE** |  |  |  |
| ✓ |  | IT skills - Microsoft Office | ✓ |  | ✓ |
|  |  | Understanding and commitment to Equal Opportunities. |  | ✓ |  |
| ✓ |  | Knowledge of cleaning procedures. | ✓✓ | ✓ |  |
|  |  | Demonstrable understanding of the needs of Older People |  |  | ✓ |
|  | ✓ | The ability to work through problems and develop a clear and sensible approach to problem solving |  | ✓ |  |
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|  |  | **4. ATTRIBUTES** |  |  |  |
|  |  | Committed to providing a high quality service. |  | ✓ |  |
|  |  | Responsive to tenant’s individual dietary and cultural needs |  |  | ✓ |
|  |  | Committed to continuous improvement, which will include e - learning |  | ✓ | ✓ |
|  |  | A problem solver with a sensible and clear approach to addressing problems  |  | ✓ | ✓ |
|  |  | Positive outlook towards meeting the needs of older people |  | ✓ | ✓ |
|  |  | Open and warm approach to others |  | ✓ | ✓ |
|  |  | Ability to work as part of a team and make a positive contribution to the team |  | ✓ | ✓ |
|  |  | Good listening skills |  | ✓ | ✓ |
|  |  | Ability to identify and deliver training to on site staff |  |  | ✓ |
|  |  | Ability to lead and manage a team or kitchen staff |  |  | ✓ |
|  |  | Ability to motivate a team of staff. |  |  | ✓ |
|  |  | **5. SPECIAL CIRCUMSTANCES** |  |  |  |
|  |  | Must be able to work flexibly around the needs of the service  |  | ✓ | ✓ |
|  |  | **Enhanced DBS check will be carried out for this post.** |  |  | ✓ |

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| **Generic Competency Behaviours** |
| **Customer Focus** | Putting the Residents & customer (internal and external) at the forefront of everything we do.  |
| **Planning, Organising and Achieving** | Making the best use of resources; time, people and finances. Achieving goals, maintaining and improving standards through an ability to think ahead, plan and prioritise activities. Monitor and manage outcomes effectively. |
| **Team Working** | The ability to work within and make a contribution to a team, accepting responsibility for own actions and the consequences of those actions. Seeking to support other members of the team to reach the team goals. |
| **Communication and Influence** | The ability to communicate clearly and effectively with others taking into account their needs and expectation and the ability to persuade, influence and convince others.  |
| **Change Orientation** | The ability to initiate and support change as required. Continually striving to improve standards & work processes in line with own role and business needs. |
| **Respect and Diversity** | The ability to recognise that issues of diversity impact on ways in which staff and managers interact and how services are delivered. The ability to recognise differences between people and take them into account in day to day work practice. |
| ***AWS reserves the right to alter the content of this job description to reflect changes to the job or services provided, without altering the general character or level of responsibility***  |