

Hanover (Scotland) Housing Association Limited

JOB DESCRIPTION	
Position:	Cook
Department:	Customer Services
Reports to:	Manager, Very Sheltered/ Service Manager
Band:	I
Date:	May 2016

The logo for Hanover Scotland features five stylized houses in a row, each a different color: pink, purple, teal, yellow, and orange. Below the houses, the text 'HANOVER SCOTLAND' is written in a bold, sans-serif font.

Purpose of Job

To prepare/cook meals and provide home baking for customers.

1. Main duties and responsibilities

- 1.1 To plan in advance and maintain in accordance with Association procedures a varied, nutritious menu for customers taking account of any allergies and/or special diets. Menu will include lunch and dinner as per the majority agreement of customers.

Meals will be prepared daily or in advance to cover all seven days of the week.
- 1.2 To cook, prepare and serve meals to customers during duty hours and prepare other meals within reason for distribution otherwise as directed by the Manager i.e. meetings, social functions, etc.
- 1.3 To maintain high standards of food hygiene and presentation.
- 1.4 To utilise the Association's nominated suppliers and provide cost effective ordering programme for prescribed consumables per Association procedures.
- 1.5 To administer the Association's stock rotation, portion control and food accounting record within budget parameters in conjunction with the Manager or duty worker.
- 1.6 To ensure that kitchen area, servers, utensils, storage and disposal areas are maintained in a clean condition, satisfying environmental health and food regulation conditions. Maintain cleanliness of all utensils/dishes as necessary.
- 1.7 To liaise effectively with the Manager and other staff on the development.
- 1.8 To prepare for and participate in the supervision programme.
- 1.9 To maintain sympathetic contact with customers and day centre clients and notify any sign of need or potential problems to the Manager or support staff.
- 1.10 Work within a performance culture, which is underpinned by a strong, personal performance motive and belief in continuous improvement.

- 1.11 Operate within a Strategic Business Unit (SBU).
- 1.12 Deliver key business objectives and meet Key Performance Indicators (KPIs) through a personal performance plan.
- 1.13 Analyse work and produce action plans where performance improvement is required.

2. Involvement with Others

- 2.1 To assist and share knowledge and experience with colleagues as required.
- 2.2 To undertake any other duty reasonably required by the Manager or duty worker.

3. Working Relationships

Internal

- Customers
- Domestic Assistants
- Support Workers
- Very Sheltered Managers
- Other staff

External

- Suppliers
- Contractors
- Visitors to the development including families/external agencies

This post is subject to enhanced criminal records disclosure via Disclosure Scotland.

Job context and other relevant information:

The post holder:

- must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- must have due regard to the Association’s current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- must work in accordance with the Association’s policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as delegated by line-manager that may be required to meet the needs and responsibility of the Service and the Association.

Signed Line Manager (if applicable)

Signed Post holder

Person Specification

Job Title: Cook

As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.



Criteria	Essential/Desirable
<p>1. Skills/Abilities/Knowledge <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i></p>	
<ul style="list-style-type: none"> • Ability to plan, prepare and serve attractively good wholesome meals and baked goods to a high standard on a pre-planned basis. 	Essential
<ul style="list-style-type: none"> • Able to relate sympathetically to older people in a supportive environment recognising their right to choice and independence and build and maintain good working relationships. 	Essential
<ul style="list-style-type: none"> • Administration skills to be able to administer ordering, menu planning, stock control and recording within prescribed procedures. 	Essential
<ul style="list-style-type: none"> • Ability to maintain high standards of hygiene and cleanliness within the kitchen area and storage and disposal areas. 	Essential
<ul style="list-style-type: none"> • Ability to communicate appropriately with customers, colleagues, families and other visitors to the development. 	Essential
<ul style="list-style-type: none"> • Ability to work individually and as part of a staff team. 	Essential
<ul style="list-style-type: none"> • Working knowledge of nutrition and dietary requirements. 	Essential
<ul style="list-style-type: none"> • Basic health and safety awareness including identification and reporting of hazards and minimizing risks. 	Essential
<ul style="list-style-type: none"> • Basic IT skills including ability to use MS Word to read documents, Outlook for emails and search skills to use company Intranet 	Essential

<p>2. Experience <i>This section specifies the level and quality of experience required.</i></p>	
<ul style="list-style-type: none"> • One year's experience applying the skills and knowledge listed in Section 1, above. 	Desirable

3. Education/Qualifications <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i>	
<ul style="list-style-type: none"> • Must hold or be willing to obtain REHIS food hygiene certificates. 	Essential/Desirable for part-time and casual posts.
4. Other <i>This section specifies other factors which may be necessary.</i>	
<ul style="list-style-type: none"> • A flexible approach to work. 	Essential
<ul style="list-style-type: none"> • Empathy and appropriate professional conduct and detachment in working with potentially vulnerable clients. 	Essential
<ul style="list-style-type: none"> • Knowledge of CookSafe requirements. 	Desirable
5. Equal Opportunities This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice.	Essential

Job description latest update: May 2016

