

JOB DESCRIPTION

JOB TITLE: Cook	REPORTS TO: Manager
DEPARTMENT: Housing and Care Services	
DATE: June 2025	REVIEW DATE: June 2026
ROLE PURPOSE: The post holder is accountable to the Manager for providing a catering service for the scheme. This involves preparing, cooking and presenting high quality food quickly and efficiently. Additionally you will be responsible for ensuring the smooth running of the kitchen at all times with the key aim of delivering food to service users whilst promoting health and safety regulations combined with promoting their privacy, dignity, independence, choice and rights.	

Key Competence	Key Activities
<u>Technical and Functional Expertise</u>	<ul style="list-style-type: none"> To manage and oversee the operation of the kitchen within the scheme. To manage all food safety and HACCP monitoring records within the kitchen. To manage and oversee the catering requirements for a minimum of 15 service users within the scheme To undertake and monitor the ordering and stock control of catering supplies for the kitchen To plan menus and to provide meals which reflect the nutritional and dietary needs of a minimum of 15 service users To cook, prepare and present hot and cold dishes for a minimum of 15 service users To fully establish effective food preparation routines. To maintain the kitchen area to a high standard of hygiene that adheres to Health and Safety Regulations and Environmental Health Regulations. To adhere to the above regulations whilst preparing meals. To maintain Environmental Health Regulations and records pertaining to fridge/freezer, food temperatures and storage. Ensure you follow workplace Health & Safety procedures and act to minimise the risk of harm in the workplace. Ensure that all kitchen equipment is kept in safe working order and any faults are reported to the Catering Services Manager. Undertake general kitchen duties and ensure appropriate cleaning products are utilised. To adhere to other internal policies, procedures and guidelines as directly by the Association. To meet and achieve RQIA objectives through promoting services and working standards of excellence. To keep abreast of statutory requirements particular to catering. To show and promote a commitment to the statutory duties under Section 75 of the N.Ireland Act 1998. To effectively utilise IT when necessary to fulfil the administrative duties required of the job role such as menu planning, ordering stock and record keeping.
<u>Customer/Client Focus & Achieving Results</u>	<ul style="list-style-type: none"> To plan work and carry out tasks without detailed instruction. To make constructive suggestions, prepare for problems and suggest opportunities for constant improvement and development. Utilise effective monitoring and evaluations systems to promote customer/client satisfaction at all times. Continuously evaluates new technology as potential solutions to existing problems. Maintain high standards despite pressing deadlines. Regularly produce accurate, thorough professional work.

	<ul style="list-style-type: none"> • Actively participate in your supervisions and performance appraisals with your manager. • To attend and participate in training and development as required. • To prioritise workloads combined with attaining budget, time and quality controls. • To ensure appropriate stock control mechanisms are monitored and maintained. • To meet with individual residents and residential staff to discuss dietary requirements. • Listen and respond effectively to any questions raised by residents or staff • Respond to requests for service in a timely and efficient manor. • Resolve any problems to the satisfaction of the resident or staff member. • Use a team approach when dealing with residents. • Commit to exceeding customer satisfaction. • Follow up to evaluate customer service. • To record and monitor any compliant or compliments about food and act accordingly. • To show courteous and willingness to help/assist all persons visiting the scheme.
<u>Team & Partnership Working</u>	<ul style="list-style-type: none"> • Work harmoniously with others to get the job done • Work collaborating with all staff and promote motivation and engagement at all levels. • Adopt a flexible approach with regards to your duties and working hours. • Fully participate in the 7 day rota system (including days and nights if required by the job role). • To be able to work collaboratively with staff, co-workers, peers, managers and residents. • To promote equality and diversity in working practices and maintain positive and constructive working relationships • To share critical information with all relevant staff • Treat all people with respect. • To ensure and maintain the Health & Safety of persons whilst undertaking duties.
<u>Performance & Professionalism</u>	<ul style="list-style-type: none"> • Demonstrate an awareness to learn and implement new skills and knowledge to completely fulfil the requirements of the job role. • Take ownership of your continuous professional development including participating and maintaining your supervisions, development plans and training. • Work with your manager to identify potential strengths and areas for development and set clear and challenging operational and developmental objectives. • Participate in all essential and recommended training as and when required. • Conduct yourself in a professional, caring, helpful and respectful manor at all times. • Maintain high levels of confidentiality at all times.
<u>Interpersonal Communication</u>	<ul style="list-style-type: none"> • Build momentum to get things done by communicating clearly and concisely to all appropriate staff. • Use negotiation skills and adaptability to encourage recognition of joint concerns, collaboration and to influence the success of outcomes. • To ensure confidentiality is maintained at all times. • Maintain appropriate written records of administration to include risks, finance and audits.
<u>Motivational Leadership</u>	<ul style="list-style-type: none"> • To ensure departmental issues are dealt with consistently and promptly. • To respond to work situations as they arise and create novel solutions to problems. • Liaise with other departments to promote success and achievement. • To coordinate work tasks which promote high levels of success and ensuring deadlines and changing priorities are met. • Understand and encourage and carry out the principles of integrated safety management. • Exhibit a “can-do” approach whilst conducting your work.
<u>NOTE:</u>	<u>These key responsibilities are not an exhaustive list of duties, only a general guide to the post. In consultation with Apex Housing and the Officer In Charge the duties may change from time to time to enhance the service.</u>