

The background of the page is a dark, abstract geometric pattern composed of various shades of grey and black triangles and polygons.

Job Information Pack

Café Cook

Our values

The post holder will be expected to operate in line with our organisational values which are;

- **Value the Individual** – Respect others, ourselves and the people we work with in all that we do
- **Giving of our best** – Showing commitment in our work and to enable young people
- **Caring Deeply** – Have a passion for the work we carry out
- **Providing Creative Solutions** – Show innovation in the approaches we take in supporting young people
- **Communicate authentically and truthfully** – Show openness in our dealings and approaches to people

Title: Café Cook

Reports to: General Manager

Background

A replacement position to become a café cook. You will help run food services for breakfasts, conferences and day-to-day purposes. Whilst also maintaining hygiene standards in the kitchen.

Purpose

Responsibility is for the maintenance of a strong and customer-focused, performance driven quality culture with focus upon guest experience and cleanliness in the workplace.

In this position you will provide food services for the hotel, ensuring great food services for all our clientele. Responsibility is for the maintenance of a strong and customer-focused, performance driven quality culture with focus upon guest experience and cleanliness in the workplace.

About You:

The Great Western Hotel is offering 15 boutique bedrooms, meeting/function rooms, offices, and café. The hotel is an extension of YMCA Dulverton's Group social enterprise initiative offering training in Hospitality, Catering and Business Skills to young people who may not otherwise be able to access such opportunities.

We are seeking a self-motivated and dedicated individual for this fast paced, rewarding and varied role with a passion for delivering exceptional customer service. As a Café Cook you will play a crucial role in maintaining the quality and service of our hotel during day to day operations, ensuring a safe and welcoming environment for both guests and staff and driving the business forward. If you believe you can contribute positively to our values and are interested in the role, we look forward to your application.

Responsible for:

The effective running of the Kitchen and food service at Great Western Hotel. To assist in the delivery of high-quality food service for customers at the hotel, conference and office facilities.

Ensure stock management and ensure effective use of local produce. Abide by all EHO guidance.

Other Key Relationships:

Leading by example to provide a high standard of motivation and support for our team of apprentice staff. Building relationships with clients and stakeholders to drive the reputation of the business.

Main Responsibilities

- To ensure smooth running of the breakfast, food, conference, and bar, as well as the day-to-day operation, supporting the managers and the team on shift whilst ensuring excellent customer service.
- Monitor and maintain consistent food standards and quality across all areas and during all stages of production and supply according to the company's Food Safety Management document.
- To prepare, cook and present food in line with required standards. Ensuring that food is served promptly.
- Monitoring food production to ensure consistent quality and portion size.
- Responsible for produce stock control.
- To carry out cleaning and close down procedures in line with company policy, thereby ensuring quality control measures and hygiene systems are achieved at all times.
- To maintain all equipment within the catering operation through due care and diligence.
- Ensure the company's Health and Safety Policy is fully promoted and arrangements have been made to carry out the policy

Health and Safety

- In carrying out this role you have a duty (under Health and Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes managing a safe and secure environment for people who use our services.
- This duty includes checking that any person entering YMCA Dulverton Group property has a right to do so and their visit is recorded in accordance with YMCA Dulverton Group procedures.

General

- To maintain and develop up-to-date professional knowledge and skills through training, reading and other such activities and to incorporate the same into practice.
- Work across the organisation to build a learning culture and positive working environment.
- To maintain and demonstrate a commitment to YMCA Dulverton Group's Vision, Values and strategic aims and objectives and ensure all activities reflect the values of YMCA Dulverton Group.

- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the Health and Safety Policy.
- Complying with YMCA Dulverton Group's GDPR, confidentiality and information security policies at all times.
- To undertake such other duties and responsibilities reasonably consistent with the role of Café Cook.

YMCA Dulverton Group is committed to the protection and safeguarding of children and adults at risk and promoting their welfare. The YMCA Dulverton Group, therefore, expects all staff and volunteers to share this commitment.

This post is subject to a basic level DBS Disclosure in respect of the Adults/Children's Workforce.

Person Specification

Qualifications and Experience

- Understanding that everyone is different and making sure people who use our facilities are respected and given the best experience.
- A dynamic individual who can drive a social enterprise forward.
- An understanding of personal hygiene and its effect on food preparation.
- Imaginative and creative in driving customers to the business.
- A team player but also able to work on own initiative.
- Willingness to accept leadership and mentoring from management.
- Good attendance and punctuality record.
- Commitment to providing a high standard of customer care.
- A flexible attitude and willingness to adapt to new pressures as well being available to cover at short notice.

Knowledge, Skills, Abilities

- Self-motivated and flexible.
- Good communication skills both written and verbal.
- Good organisational skills.

Specific skills

- Level 3 qualification or relevant proven experience.
- Good standard of written and verbal English.
- Allergen awareness training and Food Hygiene training
- Some kitchen and customer facing training would be ideal, or a willingness to undergo training

Personal Qualities

- Commitment to YMCA Dulverton Group's Values.
- Self-motivated with ability to manage own workload and work with minimal supervision.
- Team player, with ability to build relationships with a wide variety of stakeholders.
- Ability to prioritise and manage conflicting demands.
- Demonstrate resilience, motivation, and commitment, to driving up standards of work.
- Demonstrates a proactive approach taking responsibility for areas of work and finding solutions.
- Is adaptable to change/embraces and welcomes change.

Other requirements

- YMCA Dulverton Group is committed to the protection and safeguarding of children and adults at risk and promoting their welfare. The YMCA Dulverton Group, therefore, expects all staff and volunteers to share this commitment.
- This post is subject to a basic level DBS Disclosure in respect of the Adults/Children's Workforce.
- This candidate must be committed to equality and diversity in the workplace.

Main Terms of Employment

Salary:	£25,979.41 per annum.
Location:	The Great Western Hotel, Station Approach, Taunton, TA1 1QW.
Hours:	37.5 Hours per week.
Flexible working:	We provide flexible working arrangements to support team productivity and stability. This may include changed working patterns.
Holidays:	5.6 weeks per year, plus bank holidays.
Pension:	On completion of a six-month probation period, YMCA Dulverton Group will make a contribution of 3% of salary.
Benefits:	Health and wellbeing of our staff is important to us. We offer a range of benefits including a Health Cash Plan, Employee Assistance, discounted child care, free night's stay in one of our hotels per year.