HAMPSHIRE COUNTY COUNCIL

Data Protection Act 1998. This form will enable us to process any information you contribute to the role profiling process and will be used by Hampshire County Council evaluation panels for job evaluation purposes. At a later date, the information will also be used in other personnel areas, e.g. performance development review, induction, and training and development Processing of information includes storage of records electronically and in hard copy format. Personal data will only be made available to Hampshire County Council staff and trade union representatives involved in these processes. Any data required for statistical/research purposes will be depersonalised.

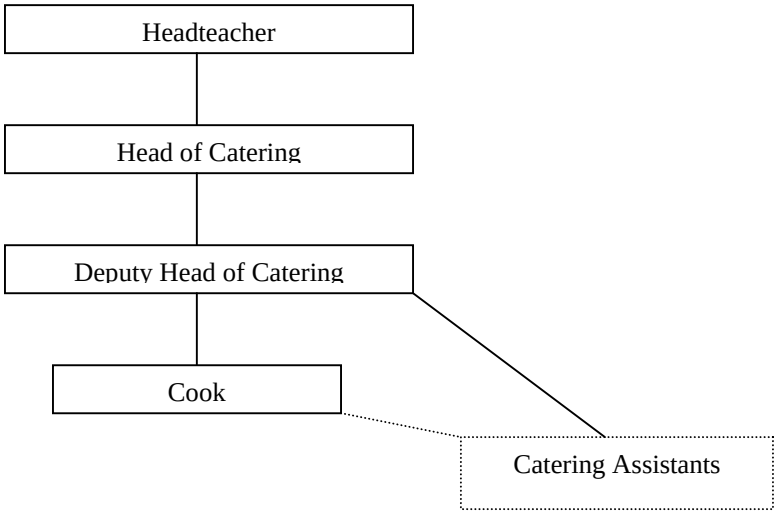
ROLE PROFILE FORM

Section A

Role profile ref:	02182
Department/Section:	Education (Schools)
Role Title:	Cook
Reports To - (Supervisor/manager's role title) :	Head of Catering or Deputy Head of Catering
Role Purpose: (why the role exists)	To prepare, cook and serve food in a safe and hygienic environment.

Section B Organisation

Please provide a simple line drawing indicating where the role sits within the organisation in the box below. (See guidance notes with regard to the use of formal organisation charts).



Section C

ROLE REQUIREMENTS

This involves identifying the most significant responsibilities of the role. Accountability statements are key functions of the role which in combination make up the main purpose.

Accountabilities	Accountability Statements	% of Time
Meal provision	• Prepare, as directed by the Head of Catering, the required number of food products, following specified menus; • Ensure portion control and nutritional standards are met; • Prepare cooking ingredients; • Cook food ensuring all meals are ready on time; • Maintain food at the correct temperature; • Produce a range of food to ensure different dietary requirements are met; • Prepare food for ad-hoc functions during evenings, weekends or school holidays; • Assist the Head of Catering or Deputy Head of Catering with the planning and production of menus;	45
Resources	• Ensure kitchen equipment is used, cleaned and maintained correctly; • Report equipment repairs and maintenance needs to the Head of Catering or Deputy Head of Catering; • Ensure all food is served with the correct tools and is well presented;	15
Staff Supervision	• Assist the Head of Catering or Deputy Head of Catering with the day to day support and supervision of kitchen staff; • Ensure that food safety and hygiene standards are maintained in the kitchen at all times; • Promote teamwork to ensure efficient operation of catering service.	15
Serving/customer liaison	• Serve food following specified portion control guidelines and special dietary requirements; • Positively encourage customers to try a variety of food and seek feedback from pupils and teachers on products and service; • Handle cash, operate tills/vending machines/cashless card systems where necessary, following strict guidelines.	10

Setting up and clearing away of dining hall	• Within strict time limitation, assist with setting up required number of tables, chairs bins and water jugs for service periods within the designated eating areas; • At end of service assist with disassembling tables and chairs, clear and sweep eating /outside areas ready for immediate school use.	5
Kitchen cleaning rota and general washing up	• Assist with washing up all eating utensils and equipment, sterilising where required, following set guidelines; • Complete cleaning duties, following daily and weekly rotas, to ensure health and safety and hygiene standards are maintained.	5
Stock control/receipt of deliveries	• Put away daily/weekly/fortnightly deliveries ensuring correct stock rotation and quality control guidelines; • Receive deliveries, when directed by Head of Catering or Deputy Head of Catering, carrying out quantity, temperature and quality checks.	5
Corporate and statutory initiatives - equalities/health and safety/e-government/ sustainability	Ensure health and safety and hygiene procedures are followed e.g. temperature probing and recording.	

<u>Section D</u> –The key decision making areas in the role

- Preparation of ingredients;
- Ensure correct portion size is given to customer;
- Daily organisation of the kitchen;

<u>Section E</u> - The role dimensions - financial (e.g. budgets) and non-financial (e.g. units, workload, customers/staff)

Up to 200 meals served per day.

<u>Section F</u> - The main contacts – external/internal customer contacts and purpose

Customers: pupils, Headteachers, school admin staff, and supervisory assistants. Regular communication with customers to request /receive feedback on food and service provided.

Communicate and work with school administration staff, supervisory assistants, site manager and suppliers to ensure smooth operation of service. This involves negotiating/giving and receiving information, *if requested to do so although such is usually handled by the Head of Catering or line manager*.

Section G - Working conditions – environment, and physical effort or strain.

Working temperatures/working environment will vary in units depending on age of kitchen and fixtures and fittings, For example some kitchens will have stone tiled floors which can become slippery due to condensation build up whilst other units will be extremely cold in winter and too hot in the summer due to poor ventilation.

Due to nature of operation cooks are required to work within a confined space which adds to additional pressure on team work requirements.

Cooks have to be physically fit to carry out duties of job, as job requires lifting and carrying of heavy cooking equipment. The job also involves continuous standing.

Due to time pressures (20 - 50 minutes service period) cooks have to work at a consistently fast pace. There are additional time constraints to work within, due to the school using hall and classrooms prior to and after dinner period.

Section H - Context/additional information

Please note that a cook may do all or just some of these duties depending on the number of hours contracted to work per day, e.g.: a cook working 2 hours may not put tables and chairs up or serve over dinner period. Employees on occasion work more than their contracted hours to complete work load and fulfil school requests. This is due to the community spirit that operates in many schools.

Community schools may produce functions during evenings/weekends and school holidays.

PROGRESSION IN ROLE

Section J - Entry: Necessary role-related knowledge, skills and experience at selection

- 1 years experience of working in a relevant catering environment;
- catering qualification e.g. C and G 706 or NVQ Food Preparation and Cooking 1 and 2.
- Team working skills.

Section K – Initial induction/training required to become effective in the role

Estimated time to become operationally effective **1 month**

- Knowledge of school/HCC procedures/policies e.g. health and safety;
- Site knowledge and daily/weekly routines;
- Knowledge of equipment;
- Basic Food Hygiene Certificate, COSHH, moving and handling of objects.

<u>Section L</u> – Operationally effective: How would effectiveness in role be demonstrated?

- Kitchen runs smoothly with minimal referrals to Deputy Catering Manager/Deputy Head of Catering;
- Feedback from customers is consistently positive with minimal complaints;
- Standards of safety and hygiene are consistently met.

<u>Section M</u> - Adding value: What characteristics will the advanced role holder demonstrate?

- Routinely manages the kitchen operations using own initiative;
- Applies knowledge to propose new ideas and service development initiatives;
- Promotes team working and acts as role model for kitchen staff.