



Role Profile

Job Title: Cook / Assistant Chef

Reporting to: Chef

Purpose: The purpose of this role is to provide an excellent food and beverage service for visitors, deputising for the Chef running service as required.

Main Responsibilities

Our Chef team have varied roles in working to ensure that all our visitors have a fabulous dining experience. Your role will include working with the Chef on busy service or alone on quieter days, cooking fresh food, often from “Holme-Grown” ingredients for full service main meals, to snacks and cakes as well as our renowned afternoon teas.

You will also be supporting our many corporate bookings of our beautifully appointed meeting rooms and occasional evening functions.

The primary focus at all times is on maximising our sales by providing exceptional standards of customer service and encouraging visitors to develop a connection with us.

Food Preparation

1. Support the Chef to produce high quality food, cooking menu's from scratch using fresh and locally sourced ingredients;
2. Work with the Chef to develop the food offering across the main café servery, coffee shop, for events and take-out/click and collect services;
3. Prepare and serve dishes from the menu with the most accurate cooking or production technique and minimum wastage ;
4. Ensure the correct volume, timing and quality of the dishes produced;
5. Follow all relevant food safety standards and maintain records within our food safety management systems as required;
6. Ensure the working area within the kitchen is spotlessly clean at all times;
7. Ensure that the servery and dining areas are spotlessly clean at all times;
8. Inform the Chef when stock needs replenishing or items need ordering;
9. Assist in maintaining stock levels of all products back of house.



General Support Tasks

1. Deal with any complaints courteously and quickly, escalating where necessary;
2. Ensure that appropriate cleaning schedules are completed daily and throughout working shifts;

Visitors

1. Greet, serve and interact with visitors, showing exceptional standards of customer care at all times;
2. Take an active interest in and engage with visitors to provide a knowledgeable source of information and advice on events and facilities on offer across the site and share knowledge and insight into our heritage;
3. Actively promote additional discretionary sales in addition to admission i.e. memberships, tours and special events;
4. Assist with presentations and special events;
5. Be conversant with the history and heritage of the Jordan's brand and site;
6. Effectively direct visitors to all parts of the site, including café, toilets, outdoor sites, enclosures and special interest areas.

Health & Safety / Environmental Health / Food Safety and Hygiene

1. Implement the legal obligation to maintain a safe working environment at all times;
2. Follow the company's procedures, as described in the Health & Safety Policy, Health and Safety Management System and Food Safety Management Systems;
3. Take active responsibility for maintaining own health & wellbeing and working within personal limits for manual handling;
4. Report concerns or anything unsafe to the Front of House Supervisor / Head Chef or other member of the senior team as appropriate, and to report accidents and near misses in the accident book.

Team

1. Be an active team member and work to ensure good teamwork and communication is achieved;



2. Take part and contribute in pre and post service briefs and team meetings, putting forward ideas and feedback in order to improve ways of working;
3. Show awareness of the needs of fellow team members demonstrating respect and consideration;
4. Maintaining an environment free from gossip and unpleasant or malicious comments;
5. Work collaboratively with colleagues in order to meet the objectives of the business.

General

1. Attend work punctually with a clean and smart appearance, wearing the appropriate attire (uniform, name badge, and free from nail polish and excessive make-up/strong perfumes);
2. Observe the policies and procedures set out in the Employment Handbook;
3. Undertake any other tasks that may be reasonably requested.

Person Specification

Knowledge, skills & experience

- A competent and capable cook / second chef working across hot and cold food preparation, including cake and bread making
- Strong knowledge of food safety and hygiene standards;
- Excellent understanding and demonstration of customer service;
- Naturally communicative, with the ability to create warm and welcoming environments;
- General knowledge of health & safety requirements and first aid;
- Able to prioritise, keep calm and take initiative in busy or demanding situations;
- Flexible and adaptable, able to work on a wide variety of tasks;
- Numerate, literate and able to operate computerised ordering systems;
- Good team worker with the ability to show initiative;
- Cash handling, trustworthy and responsible;
- Willing to undertake training and development relevant to the role;
- Interested in our heritage and willing to actively engage and converse with visitors about Jordan's Mill and its range of activities.

Signed by Employee: _____ Date: _____