**JOB PROFILE**

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| **Job Title** | Cook | **Reporting to** | Catering and Household Manager |
| **Division** | Glenmore Lodge | **Department** | Catering and Household |

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| **Job Purpose** |
| To support the Head Chef and Chef in managing and overseeing the Catering for the **sport**scotland National Centre Glenmore Lodge, ensuring that the highest standards of food quality, customer service, health and safety and budgetary efficiency are maintained at all times. |

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| **Resource Management** |
| **Direct Reports:** 0  **Staff Reporting to Direct Reports:** 0  **Contractors:** 0  **Level of Budgetary Responsibility:**  0  **Delegated Authority Level:** N/A |

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| **Key Responsibilities & Accountabilities** |
| * Prepares and cooks food to a high standard under the direction of the Head Chef and Chef * Food preparation tasks * Carries out daily food rotation procedures * Deliver excellent customer service at all times * Report any maintenance or security issues immediately to line manager, including all fittings and equipment * Complete all periodical tasks as required * Fulfil all reasonable requests from guests, to ensure their comfort, satisfaction and safety * Comply with statutory regulations concerning hygiene and food safety * To be involved and contribute at team meetings where required * To complete all duties in a timely and professional manner |

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| **Knowledge & Experience** |
| **Knowledge (Essential)**   * Knowledge of kitchen health and safety * Knowledge of food hygiene practices * Understanding of cleaning kitchen equipment, areas, and surfaces * Ability to provide excellent customer service at all times * Adaptability to learn and develop within the kitchen environment * Ability to stay calm under pressure   **Knowledge (desirable)**   * Awareness of manual handling techniques |
| **Experience**   * Experience of working within a customer-focused environment such as a hotel/hospitality with a keen interest to develop in a kitchen * Ideally experience with kitchen equipment |
| **QUALIFICATIONS (desirable)**   * Educated to GCSE/National 5 level * Food Safety Award * First Aid Certificate |

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| **Key Competencies** |
| **Leadership**   * Can explain the behaviours required in their own job * Can describe the behaviours that are expected of them and actively demonstrate them within their job * Can describe why the behaviours are important to support them operating within their job * Self manages in performing in their job once tasked, seeking clarity and direction where appropriate * Understands the process for dealing with inappropriate or unacceptable behaviour   **Judgement & Decisiveness**   * Makes decisions following appropriate risk assessment, ensuring that safety is not compromised for the team * Has the confidence to make a decision based on the information they have or after consultation with others * Demonstrates that they know where to find the information that they need to make a decision for themselves and the team   **Continuous Improvement**   * Accepts and tries out new ideas and ways of doing things * Makes suggestions for improving work practices within their role or area of work * Displays a flexible approach to meet work requirements * Adjusts quickly and flexibly to change within the business/team   **Planning & Organising**   * Can describe their own workload and ensure that activities are completed within time and meet standards or procedures * Keeps others informed of progress against planned workload and will inform others if targets cannot be met * Seeks clarity on priorities as required * Considers the impact of own activities on others   **Results Focus**   * Willingly accepts responsibility for their area of work and for delivering required results * Focuses on agreed priorities and/or tasks and work to get things done efficiently and effectively * Delivers to, and often exceeds, expectations and agreed standards, always working within health and safety regulations   **Problem Solving**   * Is able to interpret relevant information easily and understand what information will assist in developing a solution * After implementation, evaluates the effectiveness and efficiency of the solution * Asks the right questions to get the information and/or clarity that is required to understand the problem and create a solution   **Working With Others**   * Is aware of impact on others and co-operates with all areas of the organisation * Can describe team/shared goals and works co-operatively with others to achieve them * Identifies and seeks out key people in the organisation, building relationships for the benefit of current and future work * Communicates in a well-structured, concise and clear way both verbally and in writing   Deals confidently with others and is assertive when necessary  **Performance Management**   * Responds positively to feedback from others * Takes personal responsibility for delivery of their agreed objectives * Can describe how their contribution adds to the success of the team they are in   **Developing Self & Others**   * Shows a willingness to learn and seek opportunities to learn, develop and practice new skills * Agrees training and development needs with their manager * Shows a willingness to support colleagues to learn and by sharing information and providing guidance * Actively participates in learning and development activities * Agrees with their Manager where further learning and development could improve performance, including behaviours |