**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
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| **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
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| **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
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