

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Job Description

Job Details

Job title	Assistant Head Cook
Pay band	3
Directorate	Patient Services
Ward/Dept Base	Catering
Hospital site	Royal Victoria Infirmary/Freeman Hospital

Essential Requirements

- City & Guilds 706/2 or NVQ 3 (food preparation) or Significant Experience
- Basic Food Hygiene
- Demonstrate an understanding of managing Health & Safety and food hygiene principles
- Working in a customer focused environment
- Basic Information Technology skills to include Word and Excel
- Ability to prioritise workload
- Ability to record information accurately
- Demonstrate an understanding of managing Health & Safety and food hygiene principles
- Working in a customer focused environment
- Customer care

Desirable Requirements

- Intermediate Food Hygiene Qualification
- Previous experience in large scale catering.
- knowledge of (HACCP) Principles Level 3 Supervisory Leadership or equivalent

Principal Purpose / Dimension

- A working supervisory role with responsibilities for a food production/service shift with the emphasis on food hygiene and safety standards, quality control and supervisory management.

Organisational Arrangements

Accountable to:	Trust Catering Manager/ Deputy Trust Catering Manager
Reports to:	Deputy Catering Manager/Head Cook
Staff for whom responsible:	All back of house Catering Staff

Knowledge Training and Experience

- knowledge and experience across a broad range of cooking/foodservice methods
Knowledge and understanding of HACCP & COSHH acquired over time with training
- Intimate knowledge of Trust Fire policy as applied in the kitchen setting.
- Knowledge reinforced by attending regular updates throughout the year.

Skills

Communication and Relationships

- To project, at all times a friendly, helpful, courteous and professional manner to other staff, patients and visitors.
- Communicate effectively with colleagues.
- Effectively liaise with ward staff / patients regarding food or menu queries.
- To maintain a clean, tidy and hygienic appearance, ensuring that the appropriate protective clothing and ID badge are worn at all times.

Analytical and Judgemental

- Exercise judgement in response to portion control and food wastage
- Management of staff on shift, resolve staffing shortages / issues
- Exercise judgement with changes to recipes, menus, cooking times etc, at short notice.
- Initiate emergency action when required

Planning and Organisational

- Plan own work on a day-to-day basis.
- Plan, prepare, serve and cook a wide range of dishes with different timings / methods to meet tight deadlines.
- Arrange and organise for kitchen equipment repairs.
- Demonstrate flexibility and work in any area of the department if needed.

Physical Dexterity

- Good all round knife skills and expertise in the use of gravity fed slicing machinery acquired over time and during training.
- Hand and eye coordination to plate meals using conveyor system.
- Observance at all times of standards of personal hygiene and “clean as you go” principles.

Key result areas Responsibility

Patient / Client Care

- The preparation, cooking, presentation and service of meals to the highest possible standards for patients.
- Provide food that complies with national nutritional policies and food hygiene standards.
- Ensure timely plating and delivery to patient areas.

Policy and Service Development

- Comply with Departmental and Trust Policies, and comment on any service

development proposals which impact on the catering service.

- Implements new practices and working methods.

Financial and Physical Resources

- Submit requisitions for additional food stores depending upon demand.
- The strict observation of standardised recipes.
- Contribute to the identification and reduction of food wastage.
- Ensure correct storage and stock rotation of all food products.
- Exercise care in the use of expensive Kitchen equipment technical ovens and chiller cabinets.
- To be familiar with, and assist in the security of the department and its contents

Human Resources

- Supervisors a team of Cooks and Catering Assistants on a shift.
- Participates in the recruitment process.
- Conducts staff appraisals.
- Responsible for ensuring strict food hygiene controls are followed
- Will monitor and maintain Health and Safety of self and others
- Identify and inform manager of any potential risk
- Complete staff rotas to meet operational needs

Information Resources

- Completion of daily HACCP checklists and records.
- In absence of Head Cook completes staff time cards for department.
- Operates catering software (personal computer) for collation of patient menu cards.

Research and Development

- Take part in patient satisfaction quality audit when required.

Freedom to Act

- To work within occupational guidelines for Food Hygiene, standardised recipes and menus.
- Exercise judgement with changes to recipe's, menus, cooking times etc, at short notice
- Exercise judgement with portion control and minimising food waste.
- Makes straightforward decisions out of normal working hours as senior member of staff.

Effort & Environment

Physical

- Required to regularly undertake moving and handling of Kitchen equipment, bulk foods and supplies trolleys performed in accordance with Trust health and safety guidelines.
- Comply with annual update requirements.

Mental

- Undertake the daily checklists and records for HACCP.

- Completes staff appraisal forms.
- Perform a range of duties involving calculations and measurements of ingredients, cooking and delivery times, whilst maintaining a safe environment.

Emotional

- Councils and imparts unwelcome news or instructions to staff i.e. poor work performance, instructions to carry out unpopular duties etc.
- Work to tight schedules
- Provide peer support to colleagues

Working conditions

- Exposure to heat, humidity, and noise as well as exposure to the risks entailed in handling very hot foods, kitchen utensils and equipment.
- Will monitor and maintain Health and Safety of self and others
- Identify and inform manager of any potential risks
- Take appropriate action to minimise any risks

Agreed post holder *Agreed manager*
Date *Date*




The Newcastle upon Tyne Hospitals NHS Foundation Trust

Person Specification

JOB TITLE: Assistant Head Cook

BAND: 3

DIRECTORATE: Patient Services – Facilities

<u>REQUIREMENT</u>	<u>ESSENTIAL</u> Requirements necessary for safe and effective performance of the job	<u>DESIRABLE</u> Where available, elements that contribute to improved/immediate performance in the job	<u>ASSESSMENT</u>
Qualifications & Education	<ul style="list-style-type: none"> • City & Guilds 706/2 or NVQ 3 (food preparation) or Significant Experience • Basic Food Hygiene 	<ul style="list-style-type: none"> • Intermediate Food Hygiene Qualification • Previous experience in large scale catering. • knowledge of (HACCP) Principles Level 3 Supervisory Leadership or equivalent 	
Knowledge & Experience	<ul style="list-style-type: none"> • Demonstrate an understanding of managing Health & Safety and food hygiene principles • Working in a customer focused environment • Customer care 		
Skills & Abilities	<ul style="list-style-type: none"> • Basic Information Technology skills to include Word and Excel • Ability to prioritise workload • Ability to record information accurately 		
Values / Behavioural / Attitudes	<ul style="list-style-type: none"> • Smart in appearance with good personal hygiene standards • Reliable • Flexible • Demonstrate empathy and sensitivity • Understand and maintain confidentiality • Demonstrate initiative, commitment and self-motivation • Possess a can do attitude 		
Core Behaviours	<ul style="list-style-type: none"> • Alignment to Trust Values and Core Behaviours 		

CANDIDATE:

REFERENCE NO:

SIGNED BY:

DATE:

DESIGNATION: