

Full Time Assistant Cook Job Description

Purpose: Assisting the Cook in hospitality, maintaining professional standards and adhering to our customer service standards and Foundation Matters policies. We want our guests to feel welcomed, cared for and encouraged through timely, delicious, safe and nutritious food, so much so, that they want to come back and stay. Our full time team and volunteers also feel welcomed and cared for.

Responsible to: Cook

Customer Focus:

- Ability to work professionally and courteously with a range of customers of all ages, both internal and external to include, guests, staff, volunteers, trustees and supporters of the charity.
- Ability to respond appropriately to customer complaints and manage customers expectations in line with management and organisational rules.
- Ability to work as a team, generate a team rapport to ensure tasks are completed with enthusiasm and drive in a customer facing role.

Communication & influencing:

- Understands the need for confidentiality and discretion in respect of personal data and confidential FM information.

Main tasks/responsibilities:

- Participate in Foundation Matters events.
- Assist the Cook in the **safe** production of food in accordance to the 'Hazard Analysis Critical Control Points' (HACCP), 'Control of Substances Hazardous to Health' (COSHH) standards & Foundation Matters allergen & special diets safety policy.
- Assist the Cook in the production of all food in a timely, nutritious and cost-effective manner.
- Assist the Cook in continuing the 'on the job' training for staff in all catering responsibilities (food & non-food).
- Assist the Cook in administration as required: accounts; ordering; and menu development.
- Meet with the Cook as and when needs arise.
- Enable everyone to serve in catering in a calm and joyful manner.

Additional duties:

- Live a lifestyle conducive to growing in the Lord and increasing effectiveness in Christian walk/life.
- Attend prayer and relevant planning meetings.
- Participate in regular performance reviews (3 times per year).
- Any other tasks thought necessary by the management to achieve the aims of Foundation Matters.

Qualifications:

- Has relevant experience working in a commercial / professional kitchen.
- Ability to organise, manage, encourage, teach and mentor people.

Levels/limits of authority:

- Purchase food appropriately as directed by the Cook.
- Refer all Food Safety & Allergen safety incidences to the Cook.

Responding to pressure and change:

- Ability to respond flexibly to changing circumstances.
- Persisting in the face of unexpected difficulties.
- Anticipating and responding positively to changing environments.

Holidays:

- Check with the Cook and Director before booking holidays.