Job Title: Cafe Cook

Main Job Purpose:

This post is part of our catering operation at Queenswood Arboretum & Country Park. The Cafe Cook will

- Work in our on-site café kitchen, providing an excellent food service, cooking quality locally sourced food, and provide a delicious yet simple menu.
- Ensure that the catering offering is an integral part of the visitor experience, to help to develop a reputation for excellent food at Queenswood.
- Uphold the highest standards of food safety and hygiene in accordance with the Food Standard's Agency's Level 5 rating.

Term: Permanent, Part-time 30 hours a week

Reports to: Café Manager and Café Team Leader
Location: This role will be based at Queenswood, although on rare occasions you may be asked to support at our other locations in the local area (with travel expenses covered).
Management Responsibility: None
Liaison with: Cafe Team members

Key Responsibilities

Catering duties

- Deliver the highest standards of food and drink preparation and presentation.
- Work in our kitchen preparing and cooking our menu.
- Assist the management team to create the menu and café offer.
- Accurately manage kitchen stock and assist with ordering.
- Communicate with front of house staff throughout the shift.
- Deliver excellent customer service and strive to always exceed visitor expectations, helping us to establish a reputation for consistently delivering high quality food and service.
- Actively maintain knowledge of the product ranges so that you can assist and advise visitors with their purchases.
- Provide visitors with information on food composition, ingredients and menu and food displays.
- Assist with the delivery of conferences, weddings and other functions as required.

- Take a personal responsibility for Food Hygiene standards whilst performing daily tasks, ensuring personal workstations and kitchen areas are always clean and tidy.
- Maintain a clean and safe kitchen space, including operating our pot wash area.
- Follow daily and weekly site cleaning programmes.
- Follow COSHH regulations.
- Uphold the licencing objectives regarding the sale of alcohol.

Other duties

- Undertake Health and Safety duties commensurate with the post and as detailed in the Trust's Health and Safety policy;
- Comply with all other organisational policies and relevant legislation e.g. Equal Opportunities – it being the responsibility of the post holder to make themselves aware of such items.
- Take advantage of formal and informal opportunities for personal and professional development, participate in appropriate training activities in consultation with your line manager
- Cascade relevant skills and knowledge to relevant staff
- Act as an ambassador for Herefordshire Wildlife Trust, constructing and maintaining positive relationships with volunteers, visitors and other organisations
- Contribute to external and internal communications, media and events as required.
- Actively encourage those with whom you come into professional contact to become members of HWT (all staff are regarded as membership recruiters)
- Undertake any other work that might be deemed necessary by HWT commensurate with the level of responsibility of this post.
- Work with the broader HWT team on any other activities that match your skills and abilities as agreed with your line-manager

Person specification

Qualifications and Experience

Essential

- Experience of food preparation and cooking within a catering environment.
- Experience of food handling, and legislation such as allergens and dietary requirements.

Desirable

- Food Safety Level 3 certification.
- Knowledge of food hygiene and Health and Safety compliance requirements.
- Experience with ordering stock and maintaining minimum stock levels.
- Experience with conferencing, events, and weddings.
- Experience in a busy mixed environment such as a hotel or visitor attraction.

Skills Essential

- Excellent standards of customer service and presentation.
- Strong people skills and able to communicate effectively with a wide range of audiences.
- Strong organisational and team working skills.
- Ability to work under pressure and to remain calm in stressful situations.

Other Essential

- Valid Full Driving licence
- Ability to work flexible hours including weekends and bank holidays,
- Physically fit to work standing for extended period, handling food and beverage preparation

Personal Attributes

- Passionate about delivering excellent food and service.
- A friendly and approachable manner, with an outgoing personality.
- Ability to be flexible and respond to changing situations.
- Punctual, reliable, and professional.

We are a Disability Confident Committed employer and welcome applications from disabled people and guarantee an interview to disabled applicants who meet the essential criteria. We will provide reasonable adjustments throughout the recruitment process and in the workplace. If you require adjustments, please let us know.

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