

# Job summary

**Role title:** Cook  
**Location:** Banstead Community Centre  
**Department:** Community Partnerships

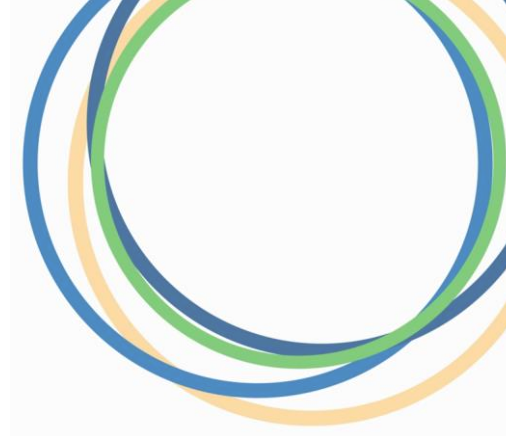
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## General Description of Role

The Cook at the Banstead Centre will run all aspects of the catering service at the centre by providing meals, snacks and beverages to members and users of the centre, delivering the service in a friendly and welcoming atmosphere.

## Key Responsibilities of Role

- To work with the centre's manager to continue to develop the catering offering in order to provide tasty, healthy, varied and appealing meals and refreshments.
- To plan varied menus in advance to appeal to a wide variety of centre users, ensuring well balanced meals offering choice and good nutritional balance. Menu preparation to include large scale events such as Christmas, Valentine's Day and special events.
- To prepare and serve a range of hot and cold meals, snack bar lunches, snacks, cakes and beverages as required and prepare three course meals for centre events or hirers.
- To ensure strict rotation of food supplies, undertake timely ordering of supplies and maintain adequate stocks, in an efficient and cost-effective manner, minimising waste, in accordance with agreed procedures.
- Liaise with kitchen staff, management, and customers to ensure the smooth running of the catering function, and deal with any customer concerns.
- Provide excellent service to all café and centre customers - taking their orders, answering questions, handling cash and card transactions, serving food and drinks, and clearing tables, in a friendly, polite and efficient manner.
- Maintain a calm, organised and professional approach at all times, including during busy periods.
- To maintain and clean the kitchen and café area and all equipment including appliances in a clean, tidy and safe state. (NB role includes cleaning the kitchen, including equipment and floors.)
- To clear tables and wash up (washing up is done by hand prior to sterilising), and to ensure that tea-towels, tablecloths etc. are laundered daily, working cooperatively with other staff and volunteers.
- To assist in recruiting, training, supporting and supervising coordinating rotas of casual cooks and volunteers for the café/kitchen.



- To keep up to date with all mandatory training, including Food Hygiene Level 2 and Health and Safety and Manual Handling. To complete other relevant training on-line as required.
- To undertake all duties in compliance with Safer Food, Better Business food safety procedures and level 2 Food Hygiene (training will be provided if necessary).
- To work as a team member and have a flexible approach to helping with overall centre tasks.
- On occasion, if required, to work in the cafés/kitchens at other centres to cover for colleagues.
- To work cooperatively with other colleagues sharing common aims in keeping with the values, policies and procedures within Reigate and Banstead Borough Council.

### **General**

This job description reflects the core activities of the role. The post holder may occasionally be required to perform duties other than those given in the job description and responsibilities attached to the post may reasonably vary from time to time. All staff are expected to support equality of opportunity and equality of treatment of colleagues, whether employed or volunteering with the organisation. All staff are expected to help maintain a safe working environment, observing and undertaking relevant training in health and safety requirements. All staff are expected to maintain the utmost respect for confidentiality.



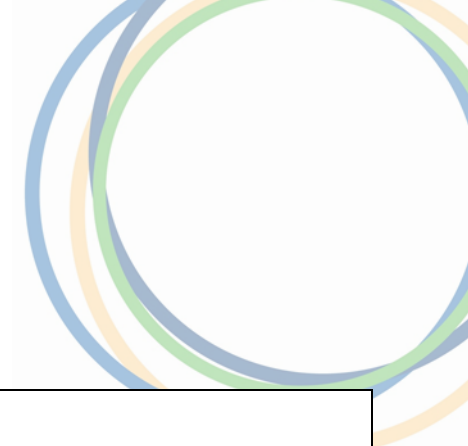
## Person specification and interview assessment form

<b>Candidate name</b>			
<b>Contact number</b>			
<b>Role title</b>	Cook		
<b>Date of interview</b>		<b>Signed by recruiting manager</b>	

Selection and Interview Criteria		Scoring	
Criteria	Criteria importance E = Essential P = Preferred	Score 3 = Met with full example 2 = Partly met with example 1 = Partly met no example 0 = Not demonstrated	Score rationale/interview notes
<b>Qualifications</b>			
First Aid qualification.	E		
Food hygiene qualification to level 2 or higher.	E		
Manual handling qualification or willingness to train.	P		
Clean driving license and use of a car for work.	P		
Basic computer literacy, use of the internet, word, outlook and ideally excel.	P		
<b>Experience and achievements</b>			
Experience of professional cooking, ideally in a commercial kitchen.	E		
Experience of implementing food hygiene and maintaining high standards and records in a busy kitchen.	E		
Experience of health and safety matters, including COSHH.	E		



Experience of stock ordering and rotation	E		
Experience of managing to a budget and budget monitoring.	E		
Experience of designing new menus and of costing these. To include an understanding of good nutrition.	P		
Experience working with volunteers, ideally the management of volunteers.	P		
<b>Role required competencies and behaviours</b>			
An adaptable and flexible approach, with a positive attitude to change and a willingness to learn from and work with others. Ability to prioritise and multi-task.	E		
Teamwork. Willingness to undertake a wide variety of daily tasks as part of a small team in a busy centre. Ability to work closely with a line manager and have regular meetings.	E		
Ability to empathise with vulnerable residents and older people and treat all customers with courtesy and respect. Sensitive to the varied requirements of diverse cultures.	E		
<b>Corporately required personal qualities and behaviours</b>			
Innovative	E		
Supportive	E		
Flexible	E		
Positive	E		
<b>Total Criteria Score</b>			<b>Feedback to be given to candidate:</b>
Essential Criteria Score			
Preferred Criteria Score			
<b>Appointment choice number</b>	1st / 2nd / 3rd		



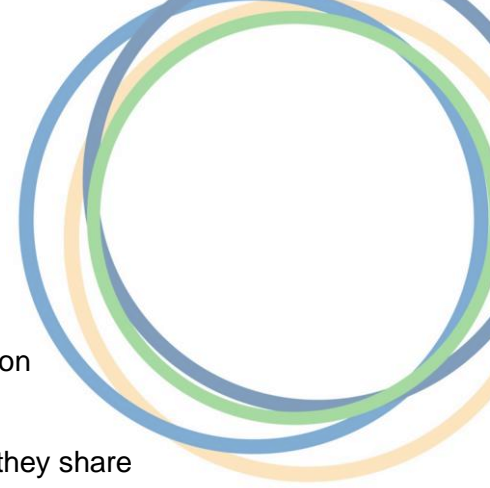
## Summary of employment package

<b>Place of work</b>	The role will be primarily based at <b>Banstead Community Centre</b> . We may require you to work from another place of work within the Borough or a neighbouring Borough or District, or further afield by prior agreement.
<b>Salary</b>	Graded <b>OPERATIVE 2</b> , the salary will be in the region of <b>£21,327- £24,123 (pro rata)</b> per annum dependent upon experience. Cost of living awards are reviewed annually on 1 April. Incremental progression and bonuses may be payable in line with the appraisal scheme.
<b>Duration of contract</b>	The contract will be offered on a permanent basis.
<b>Probationary period</b>	Upon joining the Council, all staff are required to satisfactorily complete a six month probationary period.
<b>Hours of work</b>	Hours of work are nominally 25 per week.
<b>Employment Benefits</b>	
<b>Flexible working hours</b>	Flexible working allows for the alteration of start/leave times and length of lunchtime break, time off in lieu for longer hours worked and a flexible working system. Whilst staff are expected to manage their time and keep working hours within acceptable limits, flexible working arrangements are always subject to sufficient office cover and the particular needs of the service at that time.
<b>Annual leave</b>	The basic leave entitlement is 259.2 hours per annum pro rata (equivalent to 36 standard days), rising to 295.2 hours per annum (equivalent to 41 standard days) pro rata after five years continuous local government service, inclusive of Bank Holidays. Annual leave must be taken on the Council's discretionary day off around Christmas and New Year period.

<b>Pension</b>	<p>You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 15% of your earnings each year. You are able to transfer funds into the LGPS within the first twelve months of employment. However, you can also choose not to join the scheme and make your own arrangements. If you wish to opt out of the scheme you will not be able to do so until after your first day.</p> <p>Your pension contribution rate will depend on your full time equivalent annual salary. The salary and rates are reviewed annually on 1 April each year. The current rates can be found on the Surrey Pension Fund website: <a href="http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates">http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates</a></p>
<b>Training and development</b>	<p>The Council actively encourages continued professional development and talent development.</p> <p>Learning facilities are available in-house, including a dedicated Training Room for both individual and group learning. The Council also has a number of Computer Based Training packages.</p>
<b>Professional subscriptions</b>	<p>If you are required to be a member of a professional organisation(s) for your role, we will pay the subscription fee(s) each year directly by invoice.</p>
<b>Car parking / Travel loan scheme</b>	<p>Unless your role is classed as an essential user, you take part in our car share scheme, or you are physically disabled, car parking is not made available. The Council offers interest free loans to encourage staff to travel by alternative methods to solo car use. Loans are available to purchase bicycles and accessories to the value of £1000, for quarterly/yearly rail season or bus tickets or a season car park pass.</p>
<b>Cycle purchase scheme</b>	<p>The Council offers staff who have passed the probation period and are employed for 18 months or more, the opportunity to lease/purchase bikes and related safety equipment up to £1000, reducing tax and National Insurance deductions. Staff are required to use the bike mainly for journeys between home and work.</p>
<b>Employee discounts</b>	<p>All staff have access to special offers and discounts on national and local high street shops, restaurants, motoring benefits, discount cinema and theatre tickets, holidays, insurance and much more.</p> <p>Full annual discounted membership is available for the 'Better' run leisure centres at Tadworth, Donyngs and Horley.</p>
<b>Other Conditions</b>	
<b>Pre-employment checks</b>	<p>Appointments are offered subject to several pre-employment checks to comply with the Home Office's Baseline Personnel Security Standards (BPSS):</p> <ul style="list-style-type: none"> <li>• at least two satisfactory references</li> <li>• eligibility to work within the UK, and proof of your identity</li> <li>• evidence of relevant qualifications</li> </ul>

<b>DBS clearance</b>	Employment with the Council will also be subject to receipt of standard Disclosure and Barring Service (DBS) clearance. Details will be provided to the successful applicant, which may require completion of an online application and/or registration to the DBS 'Update Service'.
<b>Paid work with another employer</b>	If you are appointed, your contract with the Council should normally be classed as your main employment. You will devote your whole-time service to our work and not be involved in any other business or take up any other appointment without getting written permission from your manager or the Chief Executive.
<b>Disclaimer</b>	Please note that this document outlines the likely employment package for this role but does not form part of your terms and conditions of employment if you are subsequently employed by Reigate & Banstead Borough Council. These will be outlined in any contractual documents addressed to you directly.





# Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

## Our Vision

Working together to make a great place to live, work and enjoy.

## Our Values

Making a difference, doing the right thing, being bold and confident.

## Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

### Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

### Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

### Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

### Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and trying out new approaches
- ✓ Challenge the status quo in a constructive way

## Great People



POSITIVE



INNOVATIVE



SUPPORTIVE



FLEXIBLE