

## Cook 2

## Role Profile

**Service:** Strategy & Resources Directorate, Operational Services for Education (OSfE)  
**Band:** Band 2  
**Reporting to:** Catering Manager  
**Responsible for:** Assigned Kitchen Staff



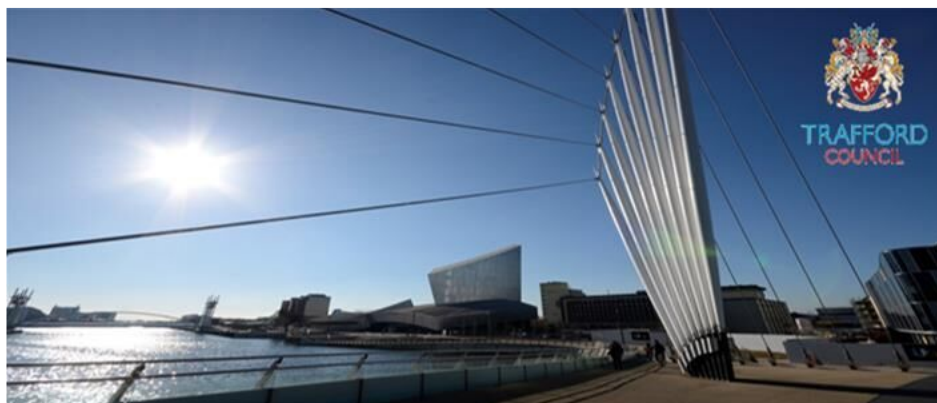
## About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

***Our vision: Trafford – where all our residents, businesses and communities thrive***

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



## Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

**At Trafford Council we are EPIC**

**We EMPOWER** – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

**We are PEOPLE CENTRED** – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

**We are INCLUSIVE** – We are committed to creating an environment that values and respects the diversity and richness differences bring.

**We COLLABORATE** – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

## About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

### Overview

Operational Services for Education (OSfE) are committed to delivering professional, efficient, friendly, value for money but high-quality services to the majority of schools in Trafford using experienced staff. Our aim in catering service is to ensure that children receive a balanced and nutritious meal, which supports them in optimising their achievement and attainment levels. The cleaning service delivers building cleaning to schools, the private sector and Trafford's admin buildings, both these services operate in a competitive market. OSfE also delivers the council's 71 school crossing patrols across the borough.

### Your Main Priorities

- Undertaking and acting diligently for assigned tasks in a Primary/High School kitchen.
- Working collaboratively with other kitchen staff to provide professional high-quality customer service in line with agreed Service Levels and ensuring delivery of an efficient and effective day to day service.
- Supervising front line staff within your kitchen.
- Providing first-line support for all issued raised in relation to the quality of the service and to follow through requests to a satisfactory resolution in a courteous, timely, and efficient manner.

### Key duties

- Undertaking skilled cooking activities connected with the full range of meals (for example preparation of menus, portion control and the provision of special dietary meals where appropriate) and assisting in the organisation and control of the serving of meals.
- Monitoring and recording, day to day production schedule of each menu.

- Record keeping (for example ordering and receipting of supplies) and assisting with stock control, placing orders with the approved suppliers in a timely manner.
- Responsibility for health and safety and the control of hygiene in the kitchen, ensuring that Trafford's HACCP is implemented, dealing with any health and safety concerns either directly or reporting to your manager.
- Directing / supervising of other cooks, ensuring all food is serviced to a high standard, monitoring and assisting in the safe preparation, cooking and serving of food in accordance with kitchen safety, food safety and allergy management.
- Handling cash and holding responsibility for all associated documentation.
- Attending all appropriate training and training unit staff as required.
- Maintaining a clean and hygienic kitchen environment, reporting maintenance issues to your manager.
- Providing a high-quality customer-focused support to customers, colleagues and managers, communicating regularly and professionally.
- Working in accordance with and ensuring compliance of relevant Quality Management System Procedures and Work Instructions.
- Continually look for opportunities to improve the customer experience.
- Responding to School Business Managers / Heads, service / area managers' requests for QA inspections.
- Supporting managers in identifying the training needs of front-line staff.
- Supporting the completion of risk assessments as appropriate.
- Supporting the Service Managers in the successful management of contracts and Service Level Agreements
- Deputising for higher grades during periods of absence (for which the appropriate rate of pay will apply).
- In absence of the manager, completing orders and required paperwork in a timely manner.
- Undertaking any other duties commensurate with the grade of the post as required from time to time by the needs of the service.

## About You

### Qualifications and Professional Development

- NVQ level 2 or equivalent in professional cookery.
- Food safety level 3 certificate

- GCSE Grade 4 or above (or Equivalent) in Math's and English
- Demonstrate a commitment to continuing personal and professional development

### **Experience and Knowledge**

- Supervisory and current/recent experience of catering in a large-scale catering environment (preferably within a school meal service/school environment) delivering high customer service standards across multiple sites and disciplines
- Catering/home economics background
- Awareness of Healthy Eating Issues
- Experience of Menu planning, stock control and accounting and associated bookwork
- Knowledge of Health and Safety, COSHH, HACCPs, health and safety issues relating to operational equipment/products and experience of compliance with relevant regulations
- Nutritional Awareness
- Experience of risk assessment and quality assurance systems, processes, and procedures
- Knowledge of the requirements of Data Protection & GDPR
- Experience of continually working to a high standard in a pressurised environment

### **Skills and abilities**

- Good interpersonal skills, a team worker with a positive supervisory style
- Excellent communications skills with the ability to communicate effectively with all customers in a calm and polite manner and to present information in a format easily understood
- Customer focused approach to service delivery and providing high levels of customer care in a pressurised environment with a caring and empathetic nature
- Ability to work well as part of a team as well as on own initiative organising and prioritising work to meet deadlines and changing priorities
- Flexible and adaptable to change in order to meet service needs
- Ability to handle situations with sensitivity, tact and diplomacy with good organisational skills; managing demanding workloads and working well under pressure to tight deadlines
- Able to resolve a range of queries at first point of contact and effectively respond independently to unexpected problems and situations
- Ability to work on own initiative, organising and prioritising work to meet deadlines and changing priorities

- Adaptable and flexible approach to work; willing to embrace new technologies and systems whilst adapting with the service to meet constantly diverse, dynamically changing needs of the environment

#### **Special Conditions**

- Willing and able to travel to sites within the Trafford Borough
- Enhanced DBS (with Children's Barred List) will be required for this role
- Post holder will be required to wear protected clothing which will be provided

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|-----------------------|-------------------------------------|
| Date prepared/revised | Reviewed & Refreshed 02.06.25       |
| Prepared/revised by   | P Taylor / L Shellabear / I Chunara |
| Job Evaluation        | Existing JE                         |

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### **Health and Safety**

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

### **Equalities & Diversity**

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

### **Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.  
To recognise the value of its people as a resource.

### **Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

### **Policy**

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

### **Information Governance**

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.