

Post Specification

Date	29/01/2024
Post Group Number	8159
Post Title	Kitchen Supervisor
Job Family	Operations
Job Family Role Profile	OP5
Final Grade	Grade 5

To be read in conjunction with the job family role profile

Service Area description
Working in the downstairs kiosk/tearoom and Kitchen at Talkin Tarn Country Park
Purpose of this post
To lead supervise and motivate the catering staff to deliver within budget, high quality site based premises foodservices to customers.
Key job specific accountabilities
<ol style="list-style-type: none"> 1. Assist in the supervision and motivation of catering staff, organising the team to meet the task and ensuring appropriate supervision and support is made available. 2. Cook and bake to a consistently high standard following a set menu from fresh and frozen food. 3. To serve customers food and drink and be responsible for the sale of gifts and issuing of permits to access the water, from the catering establishments at Talkin Tarn. 4. To ensure the correct safe and economical use of equipment and to report any faults immediately. 5. Preparation of menus and catering for larger functions and special events. 6. Monitor stock levels and order catering stock as required, following Cumberland's E5 financial purchasing system in the absence of the Tearoom Manager. 7. Develop relationships with customers understanding the expectations of customers and assist in developing services and menus to satisfy the local needs within financial and nutritional requirements. 8. To promote best practice in meeting the requirements of Health & Safety legislation, Food Safety & Hygiene, and allergen legislation and to comply with any other relevant statutory legislation. Ensuring that all health & safety checks are maintained daily and appropriate records kept. 9. To control refrigeration storage and dry goods store to ensure no unnecessary waste. 10. Promote Best Value, excellence in customer service, a focus on continuous improvement and

the promotion of these in the delivery of services and employment within the context of equality of opportunity and cultural diversity.

11. Use tills to receive payment for catering services and be responsible for cashing up in absence of the manager.
12. To be a designated key holder and undertake duties such as the locking and unlocking of Talkin Tarn Tea Room and Shop, plus toilets. Setting alarm systems and security of depot, other buildings along with responsibility for tools, plant & equipment.
13. Implement and monitor a positive performance culture, complying with policies and procedures that enable delivery of agreed targets and service standards.
14. As part of the larger team involved in maintaining the standards of the Country Park, to be available for any reasonable assistance you may be requested to give in other areas of the Park as business demands.
15. Undertake such other duties that are required from time to time and are commensurate with this position, including acting up for the tearoom manager to cover days off and annual holidays.
16. To be a nominated first aider for the site in the absence of the Tearoom Manager.

Health and safety

- Promote best practice in meeting the requirements of Health & Safety legislation and to comply with other relevant statutory legislation.
- Ensure that the Council's corporate and service specific health and safety policies are followed, and training is undertaken in all relevant health and safety procedures
- Be responsible for identifying and managing all risks associated with the job role through effective application of risk assessments, internal controls, training, monitoring and review to ensure health and safety remains a top priority.

Safeguarding

- Positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual's knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding.

Performance standards

All employees are required to:

- Partake in the Council's staff training programme and system of performance appraisal
- Demonstrate a commitment to delivering the standards and values, for example, as set out in the:
 - Code of Conduct for Employees
 - Dignity and Respect Policy
 - Equality and Diversity Policy
 - Social Media Policy etc

Equality and cultural diversity

- Deliver the council's commitment to equality of opportunity in the provision of its services. All staff are expected to promote equality in the work place and in the services the council delivers.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> Daily duties will be cashing up at the end of the day. No direct budget responsibilities but will order provisions in the absence of the tearoom manager.
Staff Management Responsibilities	<ul style="list-style-type: none"> None
Other	<ul style="list-style-type: none"> None

Essential Criteria - Qualifications, knowledge, experience and expertise

All criteria are essential, unless stated as 'Desirable' (D)

Criteria	Competency
<i>Education & Qualifications</i>	<ul style="list-style-type: none"> Good standard of education Basic food hygiene certificate (D) Hotel/catering qualification (D)
Experience, Knowledge & Understanding	<ul style="list-style-type: none"> Cooking to menus and budgets to a consistent standard. Experience of a Service orientated environment Positive customer relationships and delivering to customers needs Working knowledge of Food Hygiene & Health & Safety regulations Experience of Baking
Skills	<ul style="list-style-type: none"> Effective communication and interpersonal skills, relating to people of all levels. Organised with an ability to prioritise and meet deadlines Team worker Able to use own initiative Effective time manager
Personal qualities & Commitment	<ul style="list-style-type: none"> Smart & well presented Positive & enthusiastic Flexible & open to change Integrity

Disclosure and Barring Service – DBS Checks

- The level of check required is:
 - DBS Basic

Job working circumstances

Emotional Demands	<ul style="list-style-type: none"> None
Physical Demands	<ul style="list-style-type: none"> Potentially long hours of standing, with lifting and carrying as required
Working Conditions	<ul style="list-style-type: none"> Standard

Other Factors

- Will require working weekends, bank holidays and occasional evenings.
- The job may require you to work additional hours at peak times

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