

**Manchester City Council  
Role Profile**

**Cook, Grade 3  
Homelessness, Directorate for Children and Families  
Reports to: Team Manager**

**Job Family: Catering**

**Key Role Descriptors:**

The role holder will be responsible for the safe, effective and efficient operation of all aspects of the catering service.

The role holder will supervise a team of staff and ensure that particular attention is paid to customer care.

**Key Role Accountabilities:**

Effectively manage a quality, cost effective catering service in accordance with service level agreements (SLAs) or contracts and legislative requirements.

Adhere to pre-planned menus to ensure compliance with legislative requirements and to meet operational needs, budgeted food costs and customer expectations.

Be responsible for the ordering, management and security of food stock in accordance City Council systems and financial regulations.

Carry out efficient financial administration, following City Council systems and financial regulations.

Provide a customer focused service, which is courteous and responsive and meets the client's needs at all times.

Provide effective management of the catering team.

Ensure compliance with health & safety, food hygiene and COSHH (Control of Substances Hazardous to Health) regulations at all times.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio: Cook**

The Longford Centre is a site specifically targeting people who are new to homelessness which enables a dedicated therapeutic and supportive approach. People who are new to homelessness will be referred into the centre, accommodated in a safe, welcoming and friendly environment where they will receive an intensive support offer to enable rapid move on. The average duration of their short stay will be 8 weeks, although some people will need much shorter duration in the accommodation.

Possessing a friendly and non-judgemental approach to citizens at the Longford Centre is a key requirement of this role because for a vulnerable adult who has been homeless, being made to feel welcome in a friendly environment and provided with a reliable and good quality menu supports the first steps to recovery.

The Longford Centre will deliver a programme of activities for residents as well as accommodation. The role holder's willingness to work alongside volunteers and support the programme of voluntary activity will be a requirement of the role.

A flexible approach and a willingness to respond promptly to tasks that may occur outside of daily routines will be required in this role.



## Cook– Key Competencies and Technical Requirements

### Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

### Generic Competencies

- **Communication skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others.
- **Planning and Organising:** Ability to clearly prioritise work, set targets for self to demanding timescales.
- **Problem Solving and Decision Making:** Ability to interpret basic rules and guidelines in order to resolve queries
- **Financial Management:** Numeracy and accuracy skills to collate information and keep accurate and reliable records to help with the monitoring and reviewing of financial resources and monitoring procedures.
- **People Management:** Ability to organise own and others activities with an ability to carry out operational planning for a specific service area.
- **Commercial Skills:** Ability to collect supplier performance data.
- **Analytical Skills:** Ability to identify patterns and trends that may impact on decisions with skills to identify risks and any assumptions made.

### Technical requirements (Role Specific)

- Operational experience of catering facility, where high standards of food quality, service and attention to detail are paramount.
- Hold a qualification in food preparation and cooking at NVQ level 2 or an equivalent qualification.
- Must hold Foundation Food Hygiene Certificate or an equivalent qualification and have knowledge of health and safety regulations.
- Must consent to and apply for an enhanced DBS disclosure check.