

Casual Chef/Cook



Working with us is awesome!

We see first-hand the importance of focusing on the life in our days not the days in our life. As such we recognise that to be happy in life you need to feel supported, content, motivated, passionate and have fun in the work you do. So with that in mind, we have flexible working arrangements to support the other things going on in your life. You will have a minimum of 35 days leave, including bank holidays, and an additional day off for your birthday (all leave is pro rata for part time staff). We have a broad range of special leave support ranging from adoption to pawternity leave (no that's not a spelling mistake; you have leave when getting a new pet!). We pride ourselves on our fair and transparent pay. In addition, we provide a contributory pension scheme as well as enhanced sick pay. Your wellbeing is essential. We provide an extensive wellbeing programme which includes a free employee assistance programme and a health cash plan. Your opinion also matters so we regularly ask for your input and feedback on how we can improve and on key organisational initiatives. We are here for the whole community and we value the diversity everyone brings to our team. We want you to grow, so we will support you with your learning and development throughout your career with us. As a charity, we are all about pre-loved and sustainable retail and, at all our sites, we care about the impact we are having on our environment. The key thing though on why working with us is awesome is simple: you will make a difference to peoples' lives. You will enable care and support to be given to people when they are feeling at their most scared and vulnerable.

Our Mission is Simple

To provide outstanding care and support to the community of North Devon who are impacted by a life limiting illness.

Catering Department Vision

As a team we aim to provide high quality nutritional food tailored specifically to our patient's needs, alongside providing a varied and locally sourced menu for our Terrace Café which serves delicious homemade cakes, snacks and meals to patients, visitors, staff, and the public.

It is important to us that all our colleagues:

- Act as an ambassador for the hospice
- Show deep motivation to make a real difference to our patients and their families
- Are kind
- Are honest, open and operate with integrity
- Are personally accountable and take responsibility for their own actions, decisions, performance and professional development
- Approach their role with fun, positivity and a growth mindset – and want to learn
- Are not scared to try new things and know that to succeed, sometimes they will have to overcome obstacles to achieve the best outcome for the hospice
- Are proactive in seeking out the information they need to do their job and in sharing information with their colleagues to enable them to do their jobs
- Listen and communicate effectively, calmly and constructively, adapting their approach to the needs and concerns of others
- Are collegiate and act as 'One Team', working in collaboration with their colleagues within and outside of their team
- Understand the impact of their emotions on themselves and others
- Show empathy when noticing unsettling emotions in others
- Speak up when they have worries or concerns and take appropriate action if their values are compromised
- Are open about when they have made a mistake and are proactive in resolving it
- Value and respect others and promote equity, diversity and inclusion

Casual Chef/Cook



To succeed in this role you will have:

- A Level 2 qualification in catering or demonstrable experience in catering.
- An allergy awareness qualification would be desirable
- A level 2 Food Safety award
- A passion for high quality food and meeting the individual needs of our patients
- A clear commitment to achieving high levels of customer service
- The ability to adapt to an ever-changing work environment including adopting a flexible approach and reacting positively to changing circumstances
- Excellent time management skills
- Enthusiasm for your role and be highly motivated, calm, patient and kind
- Excellent communication skills
- Self-motivation and be proactive with the ability to use initiative and take responsibility
- An innovative approach to work and be practically minded
- Previous experience of working in a fast-paced catering establishment
- The ability to lead and motivate others in food preparation
- The ability to positively promote the hospice externally and internally at all times

In this role you will be responsible for:

- Providing a high quality 365 day catering and hospitality food production service for North Devon Hospice
- Ensuring catering provision is of a high standard as defined in CQC requirements ensuring a positive patient experience and meeting their individual needs
- An understanding of the specialist catering needs of those in palliative care
- Undertaking the preparation, cooking and serving of breakfast, lunch, tea, snacks, cakes, buffets, and sandwiches to agreed standards at agreed times according to shift pattern
- Catering for special dietary requirements as required, ensuring the specific individual needs of patients are met including following IDDSI and EDSCF framework and menus
- Working from standardised recipes to maintain nutritional content, allergen information, portion and cost control
- Ensuring food being served meets quality, quantity and presentation guidelines
- Preparing and presenting platters and buffets for as required
- Working closely with clinical staff to ensure patients medical and cultural requirements are catered for as well as engaging directly with patients on their meal choices
- Supporting and developing the commercial side of the Terrace Café, including at external events
- Ensuring all food safety documentation is fully completed and complying with all food safety procedures
- Undertaking cleaning of kitchen areas and equipment according to cleaning schedules, ensuring correctly documented
- Ensuring all allergen documentation is fully completed
- As required, carrying out opening and closing of the hospice following all procedures and guidelines and act as key holder
- Working closely with the Catering Manager and Lead Chef to develop dishes and menus
- Providing cover as required by the Catering department in any other area in case of sickness or holiday
- Undertaking any other duty required within the scope of the Facilities department

Your competency framework – you will:

Strategic Thinking and Setting Direction

- Act as a positive role model for change and innovation in a way that inspires and reassures staff, patients, and the public
- Show openness to new information and views from different viewpoints and modify own thinking

Casual Chef/Cook



- Gather feedback from patients, service users and colleagues that helps you to do things better, more efficiently and improve services

Sharing the Vision and Delivering the Service

- Support others to provide good patient care and high-quality services
- Demonstrate a culture of high achievement, showing pride in the quality of our services and taking action where improvements are needed
- Participate in and contribute to organisational decision-making processes
- Use feedback on things that are working well and things we could improve to do your job more effectively

Leading People

- Help create the conditions that help the team provide mutual care and support and create pride in achievement
- Be able to receive and act upon challenge and feedback and take action to improve own performance
- Challenge colleagues in a constructive and appropriate way

In addition we will ask you to:

- Promote diversity and inclusion in all that you do
- Complete statutory training in accordance with hospice requirements
- Participate in personal development and review processes
- Adhere to all organisational policies and procedures
- Actively participate in the hospice risk management process in order to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate
- Follow good infection control practice at all times and maintain an up-to-date knowledge of the infection control policies, procedures, and guidance relevant to your area of work

The small print:

- This job description may be reviewed in consultation with you and in light of any changing service requirements
- The job description is not exhaustive; other duties commensurate with the post may be required from time to time

February 2025