#### COOK

#### Ullswater & Howtown Centres

**Fixed Term Contract for 6 months (may be extended) 40 hours or 20 hours per week.**

40 hours a week, worked over 5 days, Monday – Friday, between the hours of 07.00 and 20.00. Mid-day finish on a Friday.

20 hours per week, worked 5 hours over 4 days, Monday – Thursday, between the hours of 07.00 and 20.00.

#### The Job (in a nutshell)

The hospitality department is a valuable component in ensuring a quality visitor experience is provided at the Ullswater and Howtown centres.

The catering provision supports our residential courses, operational and hospitality needs. You will work within a team of eight and assist in providing catering for approximately 220 people a day in total, across our two centres. This role reports to the Lead Chef.

At our Ullswater and Howtown centres we are very proud of the food we serve to our clients. Our focus is all about producing fresh, homemade, wholesome meals using local produce. The Cook/Chef will support and assist with the day to day food service operation ensuring an excellent catering provision is provided.

#### Responsibilities

* Responsible for the preparation, production and service of food and beverages
* Follow all cleanliness/hygiene, processes, and procedures of the kitchen in line with the Food Safety Policy
* Safely operate all equipment
* Comply with health and safety, security, and emergency procedures
* Provide a high standard of customer care
* Be a co-operative team member with colleagues, line managers and customers
* Work at both the Ullswater and Howtown sites as required
* Work towards achieving The Trust’s environmental objectives
* Work towards achieving The Trust’s strategic plan

#### What We are Looking For / Your Attributes

* You’ll need to enjoy working as part of a team and have an approachable mindset
* Be passionate about food
* Have a friendly ‘can do’ attitude and contribute to a positive work environment
* Be energetic, with a level of fitness to be able to manage the physical demands of the job and site
* Be reliable and have good timekeeping
* Have good attention to detail
* Have an excellent approach to customer care
* Have a high level of personal hygiene and presentation
* Be happy to work unsupervised and to take instructions from more experienced staff / team
* Ability to relate to and communicate with all types of people
* Able to solve problems and show proactive behaviour
* Have good organisational skills.
* Be able to work in a busy environment
* Care for and believe in the value of developing young people

#### Your skills / qualifications

Essential and desirable skills, knowledge and experience requirements are:

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| Have previous Cook/Chef experience | Essential |
| Food preparation & cooking qualification | Desirable |
| Full working knowledge of dietary and allergy requirements | Essential |
| Demonstrate experience of working effectively in a kitchen team with minimal supervision. | Essential |
| Working knowledge of Health & Safety / Food Safety regulations, procedures and working practices (COSSH, Risk Assessment, Manual Handling, Accident Reporting, HACCP, etc) | Essential |
| Intermediate Food Hygiene Certificate or equivalent | Desirable |
| Have previous experience in dealing with customers and demonstrate excellent customer care skills, solving any problems in a proactive, positive way. | Desirable |
| Current First Aid Certificate | Desirable |

**Benefits**

* Annual Leave of 24 days increasing by one day each year to a maximum of 30 days, plus bank holidays
* Life Assurance: 3 x salary, covered from start date; includes Employee Assistance helpline
* Long-term Disability Insurance: 2/3 salary less state incapacity benefit after 6 months’ absence for up to 5 years, covered from start date
* Personal Accident Insurance while at work or commuting
* Employee assistance programme Unum: In the form of an app, with easy access to medical and mental health support. Ranging from instant GPs appointments to physio or counselling services
* Healthcare plan: cash plan currently with Medicash: taxable benefit
* Sick pay: 8 weeks at full salary in any 12 month period
* Pension Scheme (currently Standard Life): Auto-enrolment of all staff
* Berghaus uniform items provided.  Also, opportunity to purchase Berghaus products at discount
* Discounted course fees for family members to attend Outward Bound Trust courses (after 12 months service)
* Cycle to work scheme.

**Other**

The post holder will also be required to undertake an enhanced disclosure under the Disclosure and Barring Service.

There is a 3- month probationary period from the employee’s start date.

**How to Apply**

If you have any questions or are ready to apply, please send us an email with your up to date CV to Grahame Devine, Head of Hospitality by Wednesday, 23 April 2025.

Email: grahame.devine@outwardbound.org.uk.

If you have any queries regarding the information supplied or the recruitment process, please email Grahame, as above, or call: 07759 707529.

*The post is subject to an enhanced disclosure check by the Disclosure Barring Service.*