



Café - Carnegie Workington Ltd

Role: Cook/Chef

Reports to: Head Chef

Hours: Casual

Salary: Competitive

Carnegie Workington Ltd, a retail arm of the Carnegie Theatre & Arts Centre is a vibrant and dynamic place to work, in a venue which presents some of the best music, theatre and comedy in Cumbria. As well as aspirational plans to build audiences through high quality programming in our distinct spaces, we have key targets to drive the commercial success of the business through offering exceptional service to our customers in our newly refurbished cafe. We want all visitors to the Carnegie to be able to enjoy first class service and this role will be a vital part of delivering this aim.

Overall purpose of job

To undertake deputy management and administration to ensure day-to-day operation of the Café within the Carnegie Theatre & Arts Centre, Workington. To ensure adequate staffing provision and oversee management of both kitchen and café front of house staff. To plan, prepare, cook and serve food in accordance with defined standards and quality, working within current health safety and hygiene legislation and policies, with the aim of achieving exceptionally high standards of customer care and good quality food output.

Direct Reports: Cafe Assistants

Principle Responsibilities

- Management of all café staff (kitchen and front of house)
- Development of daily and one-off function menus
- Prepare and cook food for both daily sales and functions
- Follow all guidelines for food hygiene and health and safety, legally and own policies
- Daily and weekly ordering of stock
- Minimise wastage
- Monitoring stock take and stock rotation
- Control of ALL food that leaves the kitchen
- Exceptionally good housekeeping
- Take full responsibility for the cleaning of the kitchen and front of house areas
- To deliver exceptional customer service



Staff Management

- Ensure effective recruitment and induction processes are followed and maintained
- Ensure all staff are aware of service standards and receive adequate training to enable them to deliver an excellent service at all times
- Responsible for ensuring adequate staffing levels are maintained in all areas of responsibility. Achieve this within set financial constraints
- Ensure effective communication across all areas of the business
- Undertake team meetings as deemed appropriate to ensure key objectives are delivered

Finance and Administration

- Ensure adequate stock controls are in place and that stock results and supporting data are reported as required. The post holder will need to be aware of all company requirements for month end procedures and understand the profit and loss reports
- Ensure hospitality teams work towards increasing sales and maximising profitability
- Adopt a proactive approach to maintenance and repair of equipment, liaising with the Technical and Buildings Manager where appropriate
- Ensure cash and security policies and financial procedures are adhered to
- Develop menus and catalogue costings

Customer Focus

- Ensure that all staff provide exceptional levels of customer service
- Ensure that the café environment is pleasant and welcoming and operates in line with the service vision

Venue

- Work alongside the head chef, venue manager, administration team and volunteers frequently to plan our and successfully deliver associated events/activities

Health & Safety

- Ensure compliance with all risk assessments, food safety and health and safety policies/procedures
- Develop and maintain safe systems of work in relation to equipment and materials
- Ensure regular maintenance of specialist equipment, check for quality and safety and report damage

Additional Benefits

- Occasional complimentary or discounted tickets for certain Carnegie Theatre & Arts Centre events and shows; training and development opportunities; staff discount at the café and bar

Note

- There will be a requirement for the post holder to work outside of normal office hours to include evenings and weekends in accordance with the demands of the service



- This job description is a guide to the nature of the work required of this position. It is neither comprehensive nor restrictive

Person Specification

Attribute/Skill/Qualification	Essential	Desirable	Assessment
NVQ level 2/3 in food preparation and cookery or equivalent qualification	✓		Application Form
Level 2 Award in Food Safety or equivalent qualification	✓		Application Form/Interview
Previous experience of cooking and food preparation in a high-volume environment	✓		Application Form/Interview
Good understanding of relevant health and safety requirements	✓		Application Form/Interview
The ability to work on own initiative and as part of a team	✓		Application Form/Interview
Excellent written and verbal communication skills	✓		Application Form/Interview
Organisation and time management skills	✓		Application Form/Interview
Ability to manage own time within a busy schedule including evening and weekend working	✓		Application Form/Interview
Basic I.T. and numeracy skills including Word and Excel	✓		Interview
Ability to work well under pressure	✓		Application Form/Interview
Ability to manage competing priorities	✓		Interview
Be competent in all aspects of manual handling	✓		Interview
Be an experienced and effective manager of people	✓		Application Form/Interview
Be customer-focused and able to work effectively with both professionals and non-professionals	✓		Interview



Be able to plan workloads and draw up staff rotas.	✓		Interview
Be able to draw up and implement risk assessment documentation	✓		Interview
Be numerate and computer literate.	✓		Application Form/Interview
A full, current driving licence	✓		Application Form

To apply, please complete our application form clearly setting out your interest in this post and suitability for it and send to:

Marlene Johnston
Company Secretary
Carnegie Workington Ltd
Finkle Street
Workington
Cumbria, CA14 2BD

Or email cafe@carnegietheatre.co.uk

Closing date for applications: Friday 5 April 2019 at 5pm
Interviews will be held week commencing Monday 15 April 2019