

PERSON SPECIFICATION

Post: Cook
Section: Extra Care Service
Written by: Beryl Gillespie
Date: revised July 2008

Minimum essential requirements	application interview test
Skills:	
1. A commitment to high standards of work. 2. Ability to plan and organise own workload effectively and to ensure that routine tasks are carried out. 3. Ability to work independently as well as a member of the catering team.	A & I A A
Knowledge:	
1. An awareness of the Food Safety Act and subsequent revisions or ability to attain. 2. An understanding of the dietary and social needs of older people.	A & I A & I
Experience:	
1. Catering experience to NVQ level	A
Behaviours:	
1. <i>Communication</i> – takes steps to keep others informed about what they need to know: <ul style="list-style-type: none"> ▪ Keeps people properly informed. ▪ Communicates to people in the way agreed with them ▪ Listens to comments that people make and takes them into account when communicating to groups or individuals. 	I
2. <i>Customer Focus</i> – seeks to understand the needs of internal and external customers and aims to exceed these consistently. <ul style="list-style-type: none"> ▪ Listens to and understands that customers have to say. ▪ Passes on relevant comments to the appropriate person when does not have the authority to handle themselves. ▪ Has a clear plan as to what is expected to be achieved for their customers. 	I
3. <i>Teamwork</i> – works effectively with others and ensure team objectives are met: <ul style="list-style-type: none"> ▪ Shows understanding of colleagues when they are under pressure. ▪ Helps colleagues where possible when they are struggling ▪ Acknowledges the good things others do. 	I

Qualifications / Training:	
1. NVQ/ Diploma or equivalent in Food Processing, or ability to attain.	A
2. Basic food hygiene.	A
Special Requirements:	
1. The post holder must maintain satisfactory enhanced Criminal Records Bureau disclosures	A
2. The post holder must be eligible to work in the UK	A
3. A willingness to ensure mobility as the post holder may be required to fulfil these duties at any of CHS' residential / extra care schemes or undertake training at other CHS sites.	I