

Job Description

Job Title	Grade/Salary
Cook	£25,000 (full time equivalent)
Accountable to	Responsible for
Food & Beverage Supervisor	Volunteers

Job Purpose and Role

Reporting to the Food & Beverage Supervisor, you will help to prepare and serve high-quality, fresh meals and refreshments within the hospice café and patients, providing a welcoming and positive experience for patients, visitors, staff, and members of the public. The role involves maintaining high standards of food safety, cleanliness, and customer service, contributing to a friendly and supportive environment that reflects the values of the hospice.

Main Duties and key result areas

General duties	• Ensure that all food is stored, prepared, cooked, served and presented in accordance with Hospice standards. • Maintain the highest standards of cleanliness by adopting a 'clean as you go' philosophy. Ensure that the kitchen is cleaned and maintained in accordance with guidelines throughout the day. Always, in a timely manner, action any points raised from the Head Chef or management. • Rotating stock and storing food safely • To ensure staff are recording all temperature logs e.g. fridge & freezer temperatures, delivery temperatures & probing food before serving. • Ensuring that all areas, equipment and furniture are cleaned and stored correctly. • As part of the catering team, ensuring the kitchen and associated areas meet operational hygiene standards and comply with the Hospice's policies and procedures. • Liaising with the wider team, including dietitians regarding dietary and planned meals
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Delivering to our Values

<i>Community</i> We bring people together to create a caring and supportive community where no one faces illness, loss, or grief alone. Through connection, understanding, and shared purpose, we help people feel valued, included, and supported.	<i>Care</i> We provide exceptional care with warmth, professionalism, and respect, placing the needs of each individual and their loved ones at the heart of everything we do. We strive to bring comfort, reassurance, and dignity to every moment.
<i>Compassion</i> We lead with kindness and empathy, listening without judgement and responding with understanding. We recognise the courage of those we support and are committed to walking alongside them with compassion every step of the way.	<i>Dignity</i> We honour the uniqueness of every person, respecting their wishes, choices, and beliefs. We are dedicated to ensuring that everyone is treated with dignity, respect, and compassion throughout their journey.



Better Health
at Work Award
Silver Award



Compassionate

We offer strength, guidance, and encouragement to patients, families, carers, and those who are grieving. By providing support when it is needed most, we help people find comfort, confidence, and hope in difficult times.

All employees are expected to:

- Live the Hospice's values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is perused through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times.
- Fulfil obligations in relation to safeguarding, namely: recognising possible abuse, including knowing what abuse is, what to look out for, and how to be vigilant at all times. Respond quickly and appropriately to possible concerns. Sometimes a concern is obvious, sometimes it is not. Report my concerns to the appropriate person to ensure that me and my organisation does everything possible to keep our patients and people safe and supported and record my observations and concerns, including the actions I and others have (or haven't) taken.

The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the Head of Service. Butterwick Hospice reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.

Signed Date

Print name

Person Specification

Attribute	Detail	Essential or Desirable
Skills & Abilities	Good organisational and team work skills	E
	Good customer care skills	E
	Basic numeracy and literacy skills	E
Knowledge & Experience	Knowledge of COSHH and HACCP	E
	Working within a Palliative Care or Care setting	D
	Previous experience working within a commercial kitchen	D
	An understanding of dietary needs within a palliative care setting	D
Education & Qualifications	Relevant Catering Qualification	D
	Food Hygiene Certificate	D
	Advanced Food Handlers Certificate	D
Personal Attributes/ Key skills	Team Working	E
	Friendly and approachable manner	E
	Reliable and dependable	E
	Calm and professional under pressure	E
	Attention to Detail	E
Other	To be prepared to develop skills further	E