



Great North Air Ambulance Service

Job Description

Overview

Job title:	Chef
Department:	Commercial Projects
Main base:	Hangar 63 in Progress House
Pay band / allowances:	£26000-£29000
Hours:	37.5 hours over 5 days per week (Monday – Sunday incl.)
Period of tenure:	Permanent

Organisational relationships

Reports to:	Commercial Project Supervisor
Direct reports:	Kitchen team
Key relationships:	Suppliers, Colleagues and volunteers, members of the public.

Our what, why and how

We provide outstanding pre-hospital care to people of the North when they need it most, keeping families and communities together by saving lives.

We **care** about: inclusion of all voices, each other, our supporters, our patients and their families.

We have the **courage** to: try new things, take measured risks, speak up and innovate in our field.

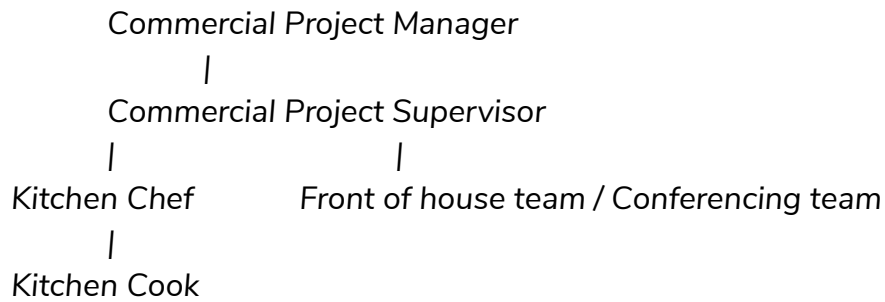
We are **committed** to: our purpose, the people we serve, the quality of our work, doing a good job.

Together, we save lives.

Job role summary

You will oversee the daily operations in the kitchen, controlling the kitchen team workload whilst preparing high-quality breakfast items, light meals and snacks and hot and cold buffets. You will also be responsible for managing the kitchen inventory, ensuring strict food safety and allergen compliance and working with the other café team members to deliver a welcoming and enjoyable visitor experience for our customers and supporters.

Team organisational chart



What you'll do

Core responsibilities

- Prepare meals and drinks adhering to the Hangar 63 Coffee House policies and recipes.
- Maintain Health and Hygiene standards in all areas of the Coffee House.
- Ensure that the prep area and kitchen is cleaned and sanitised at the end of each shift including emptying all bins and the mopping of floors.
- Complete daily/weekly checks as required for cleaning schedules, fridge/freezer temp checks, food temp checks and facility checks.
- Check and accept deliveries and maintain supplier tracking records.
- Accurately complete all relevant paperwork and keep records as per recommendations.
- Comply with all health and safety policies and procedures.
- Source and prepare hot and cold buffets for up to 100 delegates when requested.

Leadership, management and training responsibilities

- Managing the workload for the kitchen team including being responsible for kitchen team rotas and the kitchen team's continuous development
- Assist in induction training of new team members as required

Communication and relationship responsibilities

- Communicate in a courteous and professional manner with members of the public/our supporters and volunteers

Planning and organisational responsibilities

- Maintaining a pantry stock record. Rotating stock items as per use by date.
- Be responsible for stock control and ordering to minimise both off sales during trading hours and wastage. A current driving licence is essential in order to visit suppliers in a charity vehicle when required
- Budgeting, planning, sourcing and preparation of hot and cold buffets for up to 100 delegates

Analytical and judgement responsibilities

- Work with the Commercial Project Supervisor in evaluating previous sales data to identify trends, forecast performance; and
- Identify any system errors or improvements, operational bottlenecks or customer escalations to determine root causes and implement effective solutions.
- Review policies and risk assessments to ensure hygiene and operational regulatory compliance and minimise risk.
- Complete the kitchen team rota to maximise cover at peak trading times and maintain minimal cover at all other trading times.

Financial and physical resource responsibilities

- Assist in the continuous development of the food offering for both Hangar 63 and Conferencing including portion sizes, costing and profitability

Information resources

- Food Standards Agency
- NCASS – Nationwide Caterers Association
- SumUp POS system

Policy and service development responsibilities

- Maintain Level 2 (as a minimum) Award in Food safety and Catering and Manufacturing **and** a current qualification in food allergies.

General

- We work where we're needed most, so this role includes regular travel between bases, partner organisations, and other stakeholder venues. Flexibility is important, as occasional overnight stays and some work outside normal business hours may be required to support the people and communities we work with.
- This job description provides an overview of the role. As part of a flexible and growing organisation, you may be asked to take on other responsibilities appropriate to the position as our needs evolve.
- All employees are expected to complete and maintain mandatory training relevant to their role, ensuring compliance with organisational policies, legal requirements, and professional standards.

Safeguarding and DBS

We believe creating safe, supportive environments is everyone's responsibility. You'll be expected to recognise and act on any concerns relating to the safety, wellbeing, or welfare of children, young people, and vulnerable adults, following our safeguarding procedures and reporting concerns appropriately. You'll keep your safeguarding knowledge up to date through required training, embed safeguarding into your day-to-day practice, and comply with all relevant checks and requirements, including DBS checks where applicable.

Person Specification

	Essential	Desirable
Qualifications and training	- NVQ/Diploma Level 2 in Professional Cookery or similar - Level 2 in Food Safety & Catering - Current Food Allergen Qualification Level 2 or above - Full Driving Licence with no more than 6 points	- Higher qualification in Professional Cookery and/or an apprenticeship as Commis Chef or Production Chef - Level 3 or above Food safety
Skills and knowledge	- Food Preparation for breakfast items, light snacks and afternoon teas - Basic baking skills for scones, pastry products and cakes - Stock control and ordering	Budgeting and profitability
Experience	- At least 2 years recent experience of working in a busy kitchen - Supervisory experience - Preparing a range of suitable products to serve as afternoon tea	- Kitchen Management - Budgeting, planning, sourcing and preparation of hot and cold buffets for up to 100 delegates

Job Risk Profile Chef						
	Details of Risk Level					
This Role Involves	Yes	No	Rare	Occasional	Frequent	Examples
Lifting heavy objects between 6 to 15 Kg				Y		Accepting deliveries, cash and carry visits for example - Bags of potatoes, tins of baked beans, boxes of salads Taking the rubbish bags to the skip area
Lifting heavy objects above 15 Kg		Y				
Using equipment to lift, push or pull stock				Y		Trolley use for accepting deliveries and moving them from delivery point to various storage areas. Moving the coffee machine trolley for conferencing. Pushing a trolley around the cash and carry
Running in an emergency		Y				Where immediate movement is required during site-based operational oversight or incident attendance
Driving alone/with passengers/with goods				Y		Visiting the local cash and carry warehouse and/or supermarket for supplies
Working at height		Y				Exposure during operational oversight, site visits or significant incidents
Concentration to assess previous sales and other data information				Y		Analysis of previous sales data, service performance, staffing, and governance information

This Role Involves	Details of Risk Level					Examples
	Yes	No	Rare	Occasional	Frequent	
Exposure to verbal aggression			Y			Exposure during service from unhappy customers
Exposure to physical aggression			Y			Exposure during service from unhappy customers
Exposure to unpleasant working conditions dust/dirt/fleas			Y			Possible exposure during cleaning duties
Concentration required when using checking documents, writing reports and analysing statistics				Y		Required when recording stock levels, ordering stock, completing health and hygiene documentation, team rotas and for analysing previous sales data.
Computer Use				Y		For ordering stock and completing team rotas – 1 hour per day. Also, for looking at SumUp records for previous sales data analysis up to 2 hours per week.
Exposure to hot products and working with hot equipment					Y	Using ovens, Bain-marie, Microwave ovens, griddles, pannini makers, air-fryers, toasters and other food heating and hot holding equipment.
Exposure to sharp equipment					Y	Using kitchen knives and can openers
Exposure to working in a warm environment				Y		With all cooking equipment switched on the kitchen can on occasions become warm although commercial ventilation is used