



Position	Lead Cook
Department	Facilities - Catering
Reports to	Catering Manager
Direct report(s)	Catering Assistants
Pay band	STPJ Band 4
DBS check	Standard

VISION, MISSION AND VALUES

Our Vision

A community where people live and die well according to what matters most to them. Everyone affected by life-limiting illness has access to our expertise.

Our Mission

Providing the right care, in the right place, at the right time, to everyone who needs us.

Our Values

They are at the heart of our organisation and underpin all that we do. They define who we are, how we work, what we believe in and stand for.

- **Compassion** - We show kindness, understanding and empathy in how we treat each other, delivering care that honours dignity.
- **Collaboration** - We work together with excellence, inclusion and trust, encouraging diverse perspectives and building strong partnerships.
- **Empowerment** - We foster a culture of autonomy, accountability and openness, enabling everyone to participate actively in decision-making.

ROLE PURPOSE

The Lead Cook will ensure our catering offer to patients, those close to them, staff and volunteers is customer-focused, fit for purpose, and all catering operations are compliant with necessary regulations.

PRIMARY DUTIES AND KEY RESPONSIBILITIES

- Provide well-balanced, nutritious meals to patients, families, staff and volunteers
- Ensure people's preferences, religious and cultural backgrounds are accommodated
- Design processes that are efficient without compromising quality or customer satisfaction
- Collaborate with clinical staff to understand and support nutrition and hydration care plans
- Maintain a safe, compliant (legal and regulatory), well-run catering operation
- Deputise for the Catering Manager, as necessary

PERSON SPECIFICATION

Qualifications, skills, experience and knowledge	Essential	Desirable
Significant prior relevant experience as a cook or a similar role	✓	
Experience of working in healthcare or a similar setting		✓
Food safety & hygiene qualification	✓	
Experience of producing good quality, nutritious meals to a range of stakeholders	✓	
Ability to effectively manage a team of people (including volunteers)	✓	
Adept at stock control and cost-efficiency measures	✓	
Ability to work (unsupervised) to high standards	✓	
Knowledge of dietary requirements and best practice with regards to a range of conditions (e.g. Coeliac disease)	✓	
Exemplary organisational skills and ability to manage workloads	✓	

– especially when demands may be varying/unpredictable		
Ability to work within budget and other parameters established by the Head of Facilities and Estates	✓	
Personal qualities	Essential	Desirable
Demonstrates our organisational values	✓	
Highly effective communicator	✓	
Enjoys working as part of own team and wider hospice team	✓	
Empathy for patients and those close to them	✓	
Professional attitude and models leadership qualities	✓	
Willingness to ‘go the extra mile’	✓	

JOB DESCRIPTION ADDENDUM

Other Duties

You are required to undertake other duties appropriate to your job grade as may reasonably be required of you. The list of responsibilities is, therefore, not exhaustive or exclusive. The Trust reserves the right to update your job description to reflect changes in your job role.

Right to Work

To be employed in this job role, you must have the right to work in the UK and have provided the necessary documentation.

Policies and Procedures

In addition to your professional code of conduct, you must familiarise yourself with, and adhere to St Peter & St James policies and procedures, accessed via our intranet.

You must undertake relevant compulsory training, (including e-learning modules) as required to fulfil your post requirements and comply with statutory regulations.

When managing staff and or volunteers, it is your responsibility to ensure your team is aware of and understands the policies and procedures relevant to their work, and are compliant with compulsory training requirements.

Information Governance and Confidentiality

Employment by St Peter & St James often involves access to personal information relating to patients, carers, staff, volunteers and supporters. This information is confidential, and you can not disclose this to anybody, other than when acting in an official capacity.

Non authorised use, access of records or disclosure of personal or confidential information is a dismissible offence. In the case of computerised data could result in prosecution for a crime or action for civil damages under the Data Protection Act 1998.

Safeguarding and Mental Capacity Act

All employees have a responsibility to safeguard and promote the welfare of adults. All safeguarding concerns must be recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Equality, diversity and Inclusion

The Trust is committed to equality for everyone, and diversity is valued, respected and embraced. We are committed to eliminating any form of discrimination and require you to familiarise yourself with our Policies and Procedures and ensure you conduct yourself in a manner which supports our commitment to equality, diversity and inclusion of all.

Health and Safety at Work Act

You have a personal responsibility to take care of your health and safety and that of others who may be affected by your actions at work. Please ensure that you observe all Health and Safety procedures, and carry out your role as instructed.

Infection control

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable 'Health-Care Associated Infection'.

Conduct

Employees are ambassadors for St Peter & St James, each responsible for promoting, maintaining and upholding St Peter & St James' reputation at all times in line with our values.

I have read and understood the role and responsibilities detailed in this job description. I also appreciate this outline is to provide an overview of the duties of the position and that as the job holder, I need to work flexibly, responding to organisational needs and changes as they occur.

Employee's signature Date