

Welcome to the Field Studies Council (FSC)



Casual Cook with FSC Flatford Mill, East Bergholt, Suffolk

Imagine a role that offers you both unique opportunities and challenges; where you are an important part of an empowered team who strive to create a truly memorable experience for every individual who visits our FSC Locations and where you have the chance to demonstrate your passion to deliver the highest standards of customer service and care. No matter what role you perform at the FSC, everyone can make a difference... if you want to join our successful Environmental Education Charity and you have what it takes to make a difference then we want to hear from you.

Included in this pack is the key information relating to our **Casual Cook** vacancy:

- Job Description and Person Specification
- Summary of the main terms and conditions for the post
- Information about FSC and FSC Flatford Mill (also visit www.field-studies-council.org)

How to apply:

For all recruitment information and relevant application forms please go to our vacancies web page at: www.field-studies-council.org/vacancies

To apply for this position please download and complete in full the [NON-EDUCATION Application Form](#). You must ensure that your application includes examples of how you have demonstrated skills, knowledge and experience in meeting the requirements of the post detailed in both the job description and person specification.

Send your completed application form to: recruitment@field-studies-council.org **OR**

Human Resources, FSC Head Office, Preston Montford, Montford Bridge, Shrewsbury, Shropshire SY4 1HW

Please note we do not accept CV's without a completed application form.

Applications will be considered upon arrival and interviews arranged as appropriate

If you have any queries regarding this vacancy please call Natalie Howlett on Tel No. 01206 297110 We look forward to receiving your application in due course.

John Blair
Head of Centre

JOB DESCRIPTION

Job Title:	Casual Cook
FSC Grade:	Team Member
Based at:	FSC Flatford Mill
Reports to:	Lead Cook
	This post holds no direct line management responsibility

Overall Job purpose:

The Casual Cook is a key post in the learning location's Hospitality & Catering team. You will assist with delivery of the catering service to resident groups. This will include hands-on cooking, kitchen management tasks, and assisting with the supervision of the catering team.

This is an active role and will require the post holder to be able to carry out duties associated with kitchen work, including manual handling e.g. carrying saucepans, food items, assisting with food deliveries.

Key Responsibilities:

- Cooking and delivering of breakfasts (earliest usually 7.45 am) and evening meals (latest usually 7.00 pm) for up to 78 residential visitors, whilst ensuring the wide variety of dietary needs and tastes are met at all times
- Ensuring all meals are produced in line with health and hygiene regulations
- Accurately completing all monitoring and recording paperwork i.e. HACCP
- Assisting with the compilation of a varied range of menus
- Assisting with the supervision of the catering team
- Assisting with the induction and in-house training of the catering team
- Provision of light lunches or packed lunches for residential groups, as required
- Preparation of home baked items for packed lunches, afternoon teas and supper
- Washing up of utensils, crockery and cutlery as required
- Assisting with sourcing suppliers, stock control, and placing orders
- Receiving deliveries and ensuring they are checked, recorded and correctly stored on arrival
- Providing lunches for staff on duty
- Ensuring that tea/coffee making areas for visitors are kept clean and stocked
- Ensuring that catering equipment is appropriately maintained
- Routine cleaning of the kitchen to ensure hygiene standards are met at all times
- Participating in the cleaning, upkeep and decorating of the kitchen and dining area in off-peak times

General

- Complying with all relevant legislation / FSC Operating Codes of Practice (OCOPs) / FSC Health and Safety Handbook and FSC procedures
- Delivering a high standard of customer service and customer care
- Ensuring the highest standards of quality are achieved in all duties carried out
- Working closely with other staff to ensure that appropriate levels of service are maintained during absences and periods of high workload
- Maintaining professional standards at all times in accordance with FSC policies
- Fulfilling your obligations under FSC's Behaviour Partnership to ensure a happy, productive working environment
- Attending staff meetings as well as FSC internal and external training as required, in order to share best practice and improve team and learning location performance, and participating fully in staff development activities (sometimes this may involve travel to other learning locations with the occasional overnight stay)

- Driving: Due to the remote nature of the learning location it cannot always be accessed by public transport and it would therefore be advantageous if the post holder were able to drive.
- Undertaking any other duties that may reasonably be required to ensure the smooth and efficient running of the learning location

Key Expectations:

The expectations of every employee that we regard as essential include:

- A positive and passionate work attitude
- A desire to show pride in all aspects of their work
- A flexible approach with a willingness to adapt to changes
- An ability to work using your own initiative both independently and as a competent, effective team member
- An ability to work under pressure and prioritise work to meet tight deadlines
- Always treating others with courtesy, dignity and respect
- A commitment and contribution to improving FSC's environmental performance
- A committed and proactive approach to personal development; motivated to learn new skills and overcome new challenges

This job description should be seen as enabling rather than restrictive, and will be subject to regular review.

Date of issue: May 2018

PERSON SPECIFICATION

Post Title: CASUAL COOK	Learning Location: FSC Flatford Mill
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ESSENTIAL/DESIRABLE FACTORS FOR THE POST	E	D	How is this identified?
1. QUALIFICATIONS & EXPERIENCE			
Previous catering experience	✓		Application/Interview
Relevant catering qualification	✓		Application
Level 2 Food Hygiene certificate	✓		Application
Experience of supervising catering staff		✓	Application/Interview
Minimum of 5 GCSEs or appropriate vocational experience		✓	Application
Customer service experience		✓	Application/Interview
First Aid qualification		✓	Application
2. KNOWLEDGE			
Ability to communicate effectively with co-workers, line managers and customers	✓		Application/Interview
Ability to use standard office software and technology as appropriate to the role		✓	Application
3. SKILLS			
Ability to focus and stay on task in a busy work environment or when working alone	✓		Application/Interview
Excellent communication skills, sensitive to the need of others	✓		Application/Interview
Good written skills and ability to complete relevant paperwork (e.g. stock control and HACCP forms)	✓		Application/Interview

SUMMARY OF MAIN TERMS AND CONDITIONS

Agreement to Provide Occasional Services:

FSC can choose to offer you opportunities to provide occasional services as a Casual Cook, as and when they arise, which you can choose to accept or decline.

Hours of Work:

Due to the varying nature of our business pattern we are looking for Casual Cook to work on an ad hoc basis during peak times, therefore hours and times of work will vary.

There is no obligation on either FSC to provide hours of duty, or if offered, for you to accept them.

Remuneration:

FSC Grade: Team Member

FSC Pay Grade: Scale Points 9 – 12. The rate of pay is currently £8.68 - £9.91 per hour worked.

The point of entry within the pay grade will be dependent upon qualifications and experience. Due to the casual nature of the agreement the post holder will be appointed to a fixed pay point within the grade.

Salaries are paid monthly in arrears by BACS transfer. The pay scale is reviewed annually.

A Uniform is provided by the FSC.

Holiday Entitlement:

You are entitled to accrue paid annual holiday in accordance with current legislation.

Probationary Period:

This post has a one month probationary period, during which your suitability for the post will be assessed.

Post Classification / Criminal Records Check Requirements:

This post has been classified as **Category C** (as defined in the FSC Code of Conduct) which means it is **not exempt** from the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). No criminal records check is currently required, however, the post holder must still meet the acceptance criteria as defined in the FSC Code of Conduct.

FIELD STUDIES COUNCIL: BACKGROUND INFORMATION

Field Studies Council (FSC) is an environmental education charity providing informative and enjoyable opportunities for people of all ages and abilities to discover, explore, and understand the environment.

Our Mission is to bring environmental understanding to all.

Our Vision is inspiring environmental understanding through first-hand experience

What we believe -

FSC believes that the more we understand about, and take inspiration from, the world around us the more we can appreciate its needs and protect its diversity and beauty for future generations. In all we do, we are committed to:

- **Delivering first hand experiences.** FSC uses the environment to inspire. Taking in its sights, sounds and smells has the ability to motivate, deepen knowledge and broaden horizons.
- **Providing opportunities for everyone.** FSC strives to provide opportunities for everyone, regardless of age, ability or background.
- **Sustainability for the future.** A commitment to the environment is at the heart of everything FSC does: how we run the charity, what people learn on our courses and through our publications.
- **A caring attitude.** From the way we treat our customers, our staff, the environments we work in and the feel of our locations, FSC demonstrates a personal approach with great care taken in everything we do.

What we do -

For more than 70 years, FSC has touched the hearts and minds of people of all ages through courses at our network of learning locations, work overseas and the production of resources. Each year over 140,000 people experience FSC, many through a visit to one of our learning locations:

- Learning outside the classroom experiences with their school, college or university
- Professional training courses for environmentalists and teachers
- Natural history courses
- Identification guides and free resources
- Funded projects, both in the UK and abroad
- Art courses
- Family holidays
- Campaigns for the right to outdoor learning and fieldwork

Some of the FSC's proudest moments have arrived when trying to reach those who would not be able to have an FSC experience without some help. Thanks to FSC members and donations from individuals and Trust Funds, each year we are able to provide support for over 1000 young people who otherwise would not be able to take part.

Despite all that we have achieved so far, we hope to provide even more opportunities for people of all ages and abilities to discover, explore and understand the natural world. However, as an Investors in People charity, we realise we cannot achieve this without staff that have a real passion for the work of the charity and a pride in their role within it. Every role in the charity is vital to delivering its mission and vision – if this inspires you and you meet the requirements of the post we would love to hear from you.

For more information, please also visit www.field-studies-council.org

FSC Flatford Mill

Flatford Mill is situated in one of the most attractive parts of East Anglia, on the banks of the River Stour in south Suffolk. The local village is East Bergholt. Ipswich and Colchester are each nine miles away along the A12. The Field Centre occupies buildings leased from the National Trust, including the Mill and Mill House, Willy Lott's House and Valley Farm. The surrounding area, known as the Dedham Vale, has been made famous through the paintings of John Constable, whose family used to own Flatford Mill. The scene of *'The Hay Wain'* painting is here!

The Centre runs a wide-ranging programme of residential courses and other activities throughout the year for people of all ages. Over 6,000 people visit the Centre each year, staying for periods of up to a week. At any one time there may be a combination of adults, college students, secondary school students or primary school pupils in residence and day courses running as well.

Looking after our customers is of paramount importance and the Office, Kitchen, Household and Education Teams all play their part in ensuring we offer outstanding customer service. The management of the Centre is inclusive, with everyone being expected to contribute and having the opportunity to develop their skills and experience.