

Welcome to the Field Studies Council (FSC)



Cook with FSC Flatford Mill, Nr 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 **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 on arrival and interviews arranged as appropriate

If you have any queries regarding this vacancy please call John Blair on 01206 297110. We look forward to receiving your application in due course.

John Blair
Head of Centre

JOB DESCRIPTION

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| Job Title: | 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 Cook is a key post in the learning location's Hospitality & Catering team. As deputy to the Lead Cook you will assist with delivery of the catering service to resident groups. This will include hands-on cooking, kitchen management tasks, deputising for the Lead Cook as appropriate, 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 6.30 pm) for up to 80 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
- Deputising for the Lead Cook in their absence
- 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
- Taking an active role in the learning location's evening and residential duty system - this will involve staying on site on some evenings and overnight to deal with customer issues and, with the support of a Senior member of staff, respond to emergencies
- 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: March 2019

PERSON SPECIFICATION

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|-------------------------|---|
| Post Title: 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 |
| Full valid Driving Licence | | ✓ | Application |
| 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

Contract Term:

This is a permanent position.

Remuneration:

FSC Grade: Team Member

FSC Salary Grade: Scale Points 9 - 12, actual pro-rata salary is £15,805 - £16,491 per annum (the full time equivalent salary is £18,063 - £20,614 per annum).

The point of entry within the salary grade will be dependent upon qualifications and experience. Further incremental progression within the grade will be subject to meeting required standards and satisfactory individual performance reviews.

The salary is paid monthly in arrears by BACS transfer. The salary scale is reviewed annually.

Workwear is provided by the FSC.

Hours of work:

The post is based on a notional average of 32 hours per week, this will equate to a total of 1664 hours of work annualised over a full year. The weekly hours are based on a flexible shift pattern, this **will** fluctuate throughout the year according to business needs. This means that the post holder may be required to work additional hours per week during busy periods and considerably less in other weeks to compensate. Evening, weekend and Bank Holiday working will be required. The post holder will be required to undertake evening and residential duties. The working pattern can be discussed with you at the interview.

There is an expectation that the post holder will occasionally have to travel to other FSC locations or meeting venues within the UK. Where this is required this would be agreed in advance and appropriate notice would be given.

Annual & Bank Holidays:

The holiday year runs from 1 January to 31 December each year. You will accrue an entitlement to paid annual holidays equivalent to 5.6 working weeks during a complete holiday year. This entitlement includes the Public/Bank holidays or substitute days (as defined in FSC's Employee Handbook) when they fall on a contractual or scheduled day of work. Part time workers will receive a pro-rata of the entitlement. For anyone who joins part way through the year they will receive a pro-rata entitlement of the 28 days.

In addition to the above, we recognise and reward staff loyalty by awarding additional paid leave days, based on length of service, up to a maximum cumulative total of 5 additional days paid leave (pro rata for part time).

Pension:

The post-holder will be eligible to join one of FSC's Pension Schemes.

Sickness:

During periods of certified sickness the post-holder will be eligible to receive sick pay in accordance with FSC's sickness absence procedures. The payment of sick pay is subject to compliance with FSC's rules for the notification and verification of sickness absence, details of which will be provided to the successful applicant upon commencement of employment.

Additional Employee Benefits:

These include an Employee Assistance Programme, Life Assurance* and Health Cash Plan with Westfield Health* (*exclusions apply). Further details are given on appointment, as applicable, or are available by contacting Human Resources at FSC Head Office on 01743 852119.

Probationary Period:

This post has a three 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 A** (as defined in the FSC Code of Conduct) which means it is **exempt** from the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). Applicants will therefore be required to disclose any convictions, cautions, reprimands or final warnings which are NOT protected as defined under the Act, and the successful candidate will also be required to undertake an **Enhanced plus Children's barred list check** with the Disclosure & Barring Service (DBS)

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.