

# Dial

## West Cheshire

Improving the lives of disabled people

### Kitchen Assistant & Cook

### *Job vacancy information and further details for candidates*



July 2022



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Registered Charity No: 1156120  
Company Limited by Guarantee No: 8831095  
Registered in England & Wales

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## About Dial West Cheshire

Dial West Cheshire is an award-winning local charity with a history dating back to 1986. We provide a range of services aimed at enabling disabled people and older people to live sustained, independent lives.

Our Disability Rights Centre and Café are based at Dial House in Hamilton Place, Chester and we run Shopmobility Services (daily hire of mobility scooters and wheelchairs to enable disabled people to access shops and other facilities) from town centre locations in Ellesmere Port, Chester, Northwich and Winsford.

As well as providing services which improve the lives of disabled people, we actively encourage people with disabilities and long term health conditions to work or volunteer with us. Our services are delivered by teams consisting of paid workers supported by volunteers.

Further information is available from our website: [www.dialwestcheshire.org.uk](http://www.dialwestcheshire.org.uk)

## Vision, Mission and Values

### Vision

Dial West Cheshire's vision is a society where disabled people and older people can participate equally as full citizens.

### Mission

Our aim is to empower disabled people and older people to live sustained, independent lives. Our objectives are to:

- Reduce poverty and improve economic status
- Reduce social isolation
- Improve health and well being
- Raise awareness of needs and aspirations
- Provide opportunities for volunteering, training and employment

## Values

Dial West Cheshire:

- Promotes and seeks implementation of the **Social Model of Disability**, through our own work and by working with partners, in recognition that people with impairments are disabled by attitudinal, environmental and institutional barriers in society.
- Recognises and supports the **Equality, Diversity and Rights** of disabled people.
- Believes in an **Inclusive Society** in which all disabled people have the support necessary to participate fully.
- Aims to be **Trusted** by those we help and work with.
- **Cares** about our people and our customers.
- Aims to be a **Beacon of Best Practice** throughout our work.
- Is **Committed to Achieving Quality** in the delivery of our work.

**We will offer you:**

- Generous annual leave plus bank holidays
- Mileage allowance for business travel
- Pension scheme
- Training and development opportunities

## How to Apply

Our charity is seeking a suitably experienced and enthusiastic person to support the delivery of the Dial House café service. The café is a thriving point of contact for disabled people and others in the local community, serving home-cooked food and snacks. This rewarding role is an exciting opportunity to champion Dial West Cheshire's values, put your team, customers and community first and help us take forward our plans for growth.

**Purpose of the role: Reporting to the Café Manager you will prepare and cook meals, as well as supervise volunteers, to ensure the smooth day to day running of the Dial House café. You will need experience of preparing, cooking and serving home-cooked food, snacks and cakes, as well as the ability to supervise and support the development of team members (including volunteers with disabilities and learning difficulties). Equally important is an innovative and creative approach to the development of a sustainable café and catering service.**

To apply, download the documents available from the vacancies page of our website [www.dialwestcheshire.org.uk/vacancies](http://www.dialwestcheshire.org.uk/vacancies) . **You need to email a completed Person Specification Template together with your CV to [keith.roper@dialwestcheshire.org.uk](mailto:keith.roper@dialwestcheshire.org.uk) .** Please provide brief examples of your experience and how you meet the criteria when completing the template.

For an informal discussion about the role please contact Keith Roper, telephone 01244 345 655.

We will short list by checking evidence of the suitability of candidates against firstly, the essential, and secondly, the desirable, criteria in the person specification. As we are a 'Disability Confident Employer,' we are committed to interviewing all candidates who indicate that they have a disability who meet all the essential criteria for the post. Please advise us of any additional support needs, such as help needed to make an application, requirements at interview or reasonable adjustments which can be considered to enable you to fulfil the job role.

Please note that we will **not** be contacting applicants who have not been shortlisted for interview.

## Job Description

Job Title: **Kitchen Assistant & Cook**

Responsible to: Cafe Manager                      Responsible for: Volunteers

Hours                      Approximately 20 – 25 hrs / wk

Salary:                      Up to £18,278 (pro-rata)

### Job Purpose

- To prepare and cook meals and snacks, as well as supervise volunteers, to ensure the smooth day to day running of the Dial House café. You will need experience of preparing, cooking and serving home-cooked food, as well as the ability to supervise and support the development of team members (including volunteers with disabilities and learning difficulties).
- To support the delivery and development of the café and catering service, overseeing efficient, effective and safe operating systems which ensure an excellent, friendly, accessible, welcoming and reliable service.
- To supervise and support work-based learning for volunteers (including disabled people).

### Principal Responsibilities:

1. Support the delivery of the Community Café service (which offers home-cooked food, cakes and snacks) under the direction of the Café Manager and Chief Officer
2. Supervise volunteers to ensure the best possible running of the café in terms of quality of service, support provided to customers and financial return
3. Provide support to the Café Manager (including cover for absence) to ensure that staffing levels are adequate for the delivery of a quality assured service and support the recruitment, induction, training and supervision of volunteers
4. Ensure that kitchen practices comply with all necessary legal requirements, with the kitchen and café prepared and ready for service, as well as cleaned down, each day
5. Work with colleagues to manage food preparation and menu plans
6. Provide support to procure supplies of food, equipment and cleaning materials in compliance with budgets
7. Be responsible for cash handling and ensure the safe keeping of money
8. Promote and uphold the values and ethos of the Charity and foster and encourage the involvement and support of the local community
9. Help maintain and develop close involvement and collaboration with statutory, voluntary and private sector organisations in the area, representing Dial West Cheshire when required
10. Support income-generation and fundraising activities
11. Carry out other related tasks, commensurate with the level of the post, as may be requested by the Chief Officer or Board

## Person Specification

Essential Criteria	How Assessed	Desirable Criteria	How Assessed
<b>Skills and Experience</b>			
Food Hygiene qualification (or be willing to achieve)	A, C	First Aid certification	A, C
Ability to prepare, cook and serve home-cooked food and snacks in a busy cafe	A, I	Minimum of 2 years' experience working in a café or catering environment	A, I
Ability to supervise and support the development of volunteers, including disabled people	A, I	Experience of working with individuals or groups who are not employed	
Ability to support an innovative and creative approach to the development of a thriving café and catering service	A, I		
Excellent communication skills, both oral and written	A, I	ICT qualification, eg ECDL or above	A, C
Excellent customer-care skills	A, I		
<b>Knowledge and Understanding</b>			
Knowledge of Hazard Analysis Critical Control Points (HACCP)	A, I		
Awareness and understanding of health and safety in the workplace, including COSHH regulations	A, I		
Ability to 'cash up' tills and follow financial procedures	A, I		
<b>Personal attributes and qualities</b>			
Well organised and able to manage in a busy kitchen and café environment	A, I		
Aligned to Dial West Cheshire's values and committed to the social model of disability	A, I		
Willingness to work flexibly to meet the needs of the organisation	A, I		
KEY to symbols used in 'How Assessed' column: A = application form, I = interview, C = Certificates			