



Role Profile

- Post:** Experienced Chef/Cook
- Salary & Benefits:** £30,000 pa, Company pension scheme and other standard Holker benefits
- Hours:** 40 per week
- Location:** The Courtyard Café, Holker Hall & Gardens
- Reports to:** Head of Visitor Services
- Job Purpose:** To assist in the preparation of food for service in the Courtyard Café

Holker Estate is a busy and diverse estate, covering some 17,000 acres of beautiful countryside in England's South Lakeland. It comprises many diverse business interests ranging from significant agriculture, architecture, tourism, a racecourse, residential and commercial property, quarrying and aggregates, forestry and holiday parks.

The Courtyard Café is an integral part of our visitor experience at Holker Hall, and is a popular and vibrant choice for locals and visitors alike. The Café has up to 180 covers inside and out, and is the venue for various events through the season. Working alongside the Back of House and wider Café team, the Chef is an integral part of the creative food experience, bringing both an appreciation of flavour and menu creation, and a wide range of kitchen disciplines.

We are open to the public 10am – 5pm, Wednesday to Sunday (with shorter hours in the winter months), you won't be expected to work split shifts and you will have at least two days off together. You may be required to work occasional evenings for functions/events. This is infrequent, but a flexible approach to additional hours would be required, depending on the needs of the business.

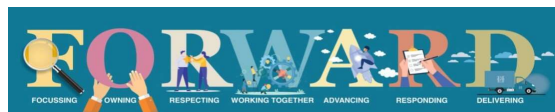
Team Structure and Key Interfaces

Reporting into the Head of Visitor Services, key interaction with:

- Café Manager
- Back of house Café team
- Front of house Café team
- Wider Visitor Services and Holker team
- Suppliers & Contractors

Person Specification:

- A minimum of 2 years experience in a comparably busy café kitchen environment



- A passion for great ingredients and thoughtful, innovative cooking
- Works well under pressure
- An understanding of current Food Safety legislation, training will be provided where appropriate

Principal Role Accountabilities:

- Preparing and cooking food, ensuring standard portions and quality of dishes
- Ordering food for the kitchen
- Contributing to the development of the Café menu
- Managing relationships with suppliers and resolving any issues promptly
- Monitoring food and staff costs, and operating within agreed budgets
- Training staff – both in the operation of the kitchen/potwash, foh in the menu and ingredients
- Maintaining a clean and safe kitchen operation
- Ensuring the kitchen operates in a timely manner, understanding there are peaks and troughs of the business
- Resourcefully solving any issues that arise, and seize control of any problematic situation
- Complying with and enforce food safety and health & safety standards
- Maintaining a positive and professional approach with co-workers and customers
- Any other duties that may be required to assist in the efficient running of the kitchen

Team Management Accountabilities:

- No direct reports

Health & Safety and Environmental Health:

- Adherence to applicable Health & Safety rules without exception
- Reporting any challenges/defects to the line manager
- Maintaining the 5 star Food Hygiene rating
- Full training will be given where necessary

Diversity: The Chef/Cook is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all cultures.

Other Duties: The duties and responsibilities in this role profile are not exhaustive. The Chef/Cook may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of the post will be mutually agreed with the post holder.

How to apply:

To apply for this role, please send a copy of your CV along with an email stating how you meet the requirements of this role to info@holker.co.uk

For an informal chat about this role, please contact Fran Horne, Head of Visitor Services on 015395 58328.



The Holker Group take pride in their branding and vision ‘**An innovative, thriving group progressing a sustainable legacy for all**’ which encapsulates their values and what they stand for. The ethos being ‘**People. Place. Pride**’ - strive to always adhere to their ethos and vision by operating with a behaviour framework – **FORWARD** (Focusing, Owning, Respecting, Working Together, Advancing, Responding, Delivering) Together with the behaviour framework being delivered through all working practices, standards and behaviours, the Holker Group’s vision is then represented throughout.

FORWARD Performance Framework:

Focusing	<ul style="list-style-type: none"> • Suggests improvements to processes and actions to make these more effective/efficient • Is clear in their analysis and communication of issues and solutions • Considers distractions and reacts to those which are important • Makes the effort to pay attention to detail
Owning	<ul style="list-style-type: none"> • Takes responsibility for all their own actions and decisions • Owns up immediately to mistakes, including having suggestions for fixing any problems arising • Is realistic and honest about their capacity – to avoid taking on too much and then failing to deliver • Demonstrates the required Holker behaviours at all times • Open to feedback both positive and negative • Represents Holker professionally with the public, including in terms of appearance, communication and attitude
Respecting	<ul style="list-style-type: none"> • Considers the impact of their action on others and responds accordingly (e.g. does not return borrowed equipment in a poor condition) • Moderates their behaviour to avoid impacting negatively on others • Gives feedback using emotional awareness, rather than being blunt or glossing-over • Accepts feedback on their suggestions and ideas from a subject matter expert • Ensures every task, process and innovation is Group-compliant; and brings forward any improvements or variances
Working together	<ul style="list-style-type: none"> • Has professional and productive relationships with colleagues across the group • Complies with all company policies, processes and initiatives • Consider the negative impacts on colleague/other teams when making changes/improvements and consult where appropriate • Works collaboratively with own team, with other teams, other divisions, stakeholders and external contacts • Supports all development opportunities for their team, especially to the benefit of the Group, overcoming resource challenges to achieve this • Supports development opportunities within their team
Advancing	<ul style="list-style-type: none"> • Regularly offers suggestions for improvements to processes and tasks • Understands that change can be difficult at first but makes the effort to persist • Welcomes changes suggested by others to “their own” processes, without feeling criticised or threatened and is prepared to consider and implement changes
Responding	<ul style="list-style-type: none"> • Notices that something needs doing – and takes appropriate action • Communicates tactfully but clearly about other people’s ideas, even when not agreeing • Puts into practice all learning, coaching, training and support that has been given; or if still in doubt seeks further clarification. • Makes time to support individuals to develop the requirements (e.g. new skills or behaviour changes) that have been identified
Delivering	<ul style="list-style-type: none"> • Fulfils all elements of their job description, supports others and adds value to the group • Says what they’ll do and then does what they said • Communicates on progress early and frequently, especially if they are meeting obstacles • Assesses a project/task honestly at the outset to identify its challenges; and arranges support and resources to achieve the task • Has a realistic approach to planning and communicating what can be achieved with the resources available

