

**FOI Reference Number:** FOI/249/1819

**Date:** 12 September 2018

**Request:**

1. A copy of the job description, as advertised, for the position of Cook, for "The Gobbins" cafe for employment in the cafe in 2017.
2. A copy of the evaluation process by which the pay scales for this position were decided.
3. The "scores " that were allocated to this position and the date this was completed.
4. The position and department within Mid and East Antrim council, of the person who requested the evaluation to be undertaken.
5. The name and business address of the company which undertook the evaluation process.

Response:

Thank you for your information request which Mid and East Antrim Borough Council received on 14 August 2018.

Please find below Mid and East Antrim Borough Council's response to the information you requested in relation to a position.

1. A copy of the job description, as advertised, for the position of Cook, for "The Gobbins" cafe for employment in the cafe in 2017.  
*Please find below.*

## Job Description

<b>Job title:</b>	Cook
<b>Directorate:</b>	Economic Growth, Regeneration & Tourism
<b>Division:</b>	Tourism
<b>Reporting to:</b>	Operations & Development Manager
<b>Responsible for:</b>	Catering Assistant(s)
<b>Post Status:</b>	Fixed term post to 31 August 2017
<b>Location:</b>	Gobbins Visitor Centre
<b>Salary:</b>	Scale [xxx] and in the range SCP xx-xx  Currently £xx,xxx to £xx,xxx per annum.  The starting salary is normally at the base of the salary scale. A higher starting salary may be awarded in exceptional circumstances where the decision to do so can be justified.
<b>Pension:</b>	Mid and East Antrim Borough Council operates under the NILGOSC pension scheme. For more details on this please visit <a href="https://www.nilgosc.org.uk/">https://www.nilgosc.org.uk/</a>
<b>Hours of Work:</b>	Successful candidates will be required to work an average of 14 hours per week, on a rota basis. Given the nature of their duties, the post holder will be expected to work outside of these hours at weekends, evenings and public holidays as dictated by the needs of the service.
<b>Date:</b>	June 2017

## MAIN PURPOSE OF THE JOB

Ensure that visitors to the café enjoy quality catering and excellent service, ensuring compliance with all legislation and regulations regarding food safety.

Ensure the effective and secure operation of the café in the centre.

Contribute to the commercial viability of the catering service as an integral part of the Gobbins Visitor Attraction.

Ensure the café is cleaned and maintained to a high standard.

## MAIN DUTIES AND RESPONSIBILITIES

### 1. Service Delivery

- 1.1. Plan, prepare, cook and serve a range of menus as the service requires, with an emphasis on high quality home cooked cuisine, including counter service, functions, etc.
- 1.2. Direct, supervise and train catering staff to the high standard of hygiene and service expected, including inspection of work instructions, rotas etc.
- 1.3. Secure appropriate hygiene, health and safety by devising systems and record keeping in accordance with current legislation and guidelines.
- 1.4. Manage the provision of a high quality counter service to customers.
- 1.5. Carry out cost effective ordering and control of portions and stock to maximise value for money and eliminate loss from storage.
- 1.6. Liaise with the Gobbins Operations & Development Manager in the costing of menus and corporate catering.
- 1.7. Maintain adequate rotation, storage and records of stock.
- 1.8. Maintain all equipment food commodities, cutlery etc, in good working order and report all defects and deficiencies.
- 1.9. Maintain and improve number of visitors to the café through service and quality provided.
- 1.10. Ensure all cleaning and hygiene duties are carried out efficiently.
- 1.11. Operate computer based catering systems.
- 1.12. Report and where possible take action for any incidents or accidents, fire, loss, theft, damage, unfit food or other irregularities.

### 2. Quality

- 2.1. Adhere to and comply with all Council policies and procedures relevant to this role, including arrangements for health and safety and risk management.

### **3. Performance Improvement**

- 3.1. Ensure the Council's performance management framework is consistently implemented and provide advice, support and guidance to staff on personal development requirements, initiating further training where appropriate as well as setting annual performance improvement objectives at departmental and individual level.
- 3.2. Participate in the formulation, implementation and evaluation of the Department Business Plan and relevant Service Plans responding to changing trends and citizen needs.
- 3.3. Achieve high standards of personal performance, through meeting agreed personal targets and undertaking planned programmes of professional development.
- 3.4. Ensure high standards of performance of staff, acknowledge good performance and tackle poor performance positively and effectively.
- 3.5. Examine opportunities to gain efficiencies and improve effectiveness including collaborative partnerships, joint working and other innovative approaches to achieve best value in the use of public money.

### **4. Financial and Resource Management**

- 4.1. Ensure efficient and effective financial management by contributing to the development of and working within agreed budgets and finances to deliver service priorities and by ensuring that these budgets are effectively managed, implemented and adhered to across the department.
- 4.2. Contribute to the financial viability of the Council by ensuring that the Department operates as efficiently and effectively as possible, utilising benchmarking and other value for money techniques and complying with all financial targets, the Council's standing financial instructions, standing orders, codes of conduct and accountability.
- 4.3. Approve purchase payments and authorise lodgements.
- 4.4. Provide input to audit reports and ensure implementation of recommendations of these reports, ombudsman cases on a timely basis.
- 4.5. Seek innovative and creative solutions to help bring about change and service improvements.
- 4.6. Pursue as appropriate, additional sources of funding or other resources, which could be used to enhance those available to the Council.

### **5. People Management**

- 5.1. Provide clear leadership to staff to ensure the provision of high quality services.
- 5.2. Ensure that management structures and practices within the department support a culture of effective team working, continuous improvement and innovation.

- 5.3. Contribute to good industrial relations within the Council by ensuring effective communication and working relationships with all staff for whom he/she is responsible as well as relevant trade unions/staff organisations.

## **6. General Management**

- 6.1. Promote and ensure equality of opportunity, good relations and diversity in service delivery and employment by adhering to the Council's Equal Opportunities in Employment policies and procedures and avoiding all forms of discrimination both as an employer and a service provider.
- 6.2. Ensure that the Council meets its Health and Safety obligations and appropriate arrangements are developed and implemented to ensure compliance with Council's Health and Safety Policy and associated procedures and assure the safety of the workforce and service users.
- 6.3. Participate as required in the selection and appointment of staff reporting to him/her in accordance with procedures laid down by the Council.
- 6.4. Take such action as may be necessary in disciplinary matters in accordance with procedures laid down by the Council.
- 6.5. Investigate and prepare reports in line with the Council Complaints Policy.
- 6.6. Assist your line manager in ensuring the Council meets all statutory obligations and ensure that the highest standards of probity and good conduct are maintained at all times.
- 6.7. Ensure that staff within your control are aware of Council Policies and Procedures and provide information and guidance as required to ensure their compliance.

## **7. General**

- 7.1. Uphold the Core Values of Mid and East Antrim Borough Council and work to achieve the wider organisational objectives as detailed in the Corporate Plan.
- 7.2. Participate in the Council's Performance and Development Review process as detailed in the published scheme.
- 7.3. Fulfil the legal Health and Safety duties placed on employees by:
  - taking reasonable care of your own health & safety and that of others who may be affected by what you do or do not do;
  - Co-operating with the Council on Health & Safety matters;
  - Ensuring that you use work items provided by the Council correctly and in accordance with the training and instruction received, including personal protective equipment (PPE);
  - Ensuring that you do not interfere with or misuse anything provided for health, safety, or welfare purposes.

- 7.4. Contribute to Mid and East Antrim Borough Council in fulfilling all of its commitments in relation to anti-discrimination practices, its Equality Scheme and under the Northern Ireland Act 1998 and the Human Rights Act 1998.
- 7.5. Comply with all the Council's policies and procedures.
- 7.6. Fulfil your legal responsibility\* for all records held, created or used as part of Council business whether paper based or electronic, including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004 and Data Protection Act 1998. Employees are required to be conversant with the Mid and East Antrim Borough Council procedure on records management and to seek advice if in doubt.

*\* Any subsequent updates will supersede legislation identified within the Job Description*

- 7.7. Maintain high standards of personal accountability.
- 7.8. Comply with the Code of Conduct for Local Government Employees and the Local Government Employee & Councillor Working Relationship Protocol.
- 7.9. Perform any other duties commensurate with the grade and level of responsibility of this post, for which the post holder has the necessary experience and/or training.

Closing caveat:

*This job description sets out the main duties of the post as at the date of completion. It is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the postholder is required to work. Other duties of a similar nature and appropriate to the grade may be assigned from time to time by the Head of Service. Duties may vary to meet the changing needs of Mid and East Antrim Borough Council and without changing the general character of the post or the level of responsibility that it entails. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.*

## Person Specification

	Essential Criteria	Method of Assessment
<b>Qualifications and Experience</b>	<p>Applicants must:</p> <p>Be able to demonstrate, by providing personal and specific examples, that they have one year's experience of cooking for the public, to include:</p> <ul style="list-style-type: none"> <li>• Track record of providing a high quality and varied catering service;</li> <li>• Supervising staff; and</li> <li>• Cash handling.</li> </ul> <p>AND</p> <p>Have a qualification in catering, i.e. NVQ Level 1 or equivalent</p>	Application Form
<b>Behavioural Competencies (Frontline Level)</b>	<p>These competencies are the top 6 competencies the Local Government Competency Framework<sup>i</sup> which have been identified and prioritised for effective performance in this role.</p> <p>1. <u>How we Provide Leadership and Direction:</u></p> <p>1.3 <b>Managing Performance</b> - Sets clear, aligned, high standard performance goals &amp; objectives for self, others and the organisation.</p> <p>2. <u>How we manage ourselves</u></p> <p>2.1 <b>Managing Our Own Work</b> - Plans, structures and prioritises own work to achieve optimum results.</p> <p>2.3 <b>Communicating With Impact</b> - Presents a positive image by communicating effectively, being resilient and treating people fairly.</p> <p>3. <u>How we work with others</u></p> <p>3.3 <b>Meeting Customer Needs</b> - Establishes the needs of customers and strives to ensure that these are met.</p> <p>4. <u>How we move forward</u></p> <p>4.3 <b>Achieving Results</b> - Takes personal responsibility for making things happen. Shows motivation and</p>	Interview

	Essential Criteria	Method of Assessment
	<p>perseverance in overcoming obstacles and achieving results.</p> <p><b>4.4 Continuously Improving Services</b> - Seeks to continually improve the services and processes that impact on users.</p>	

	Desirable Criteria	Method of Assessment
<b>Qualifications and Experience</b>	Have a basic health and hygiene certificate	Application Form

<sup>1</sup> Full details of the Local Government Competency Framework can be found at the following link:

<http://www.lgsc.org.uk/fs/doc/Competency%20Framework%20for%20Local%20Government.pdf>

2. A copy of the evaluation process by which the pay scales for this position were decided.

*Please find attached, document entitled, 'GLPC Scheme'.*

3. The "scores " that were allocated to this position and the date this was completed.

*Please note, we seek an extension to further consider the response to this question. It is currently being considered under Section 36(2)(c) of the Freedom of Information Act and a response to this will follow as soon as possible.*

4. The position and department within Mid and East Antrim council, of the person who requested the evaluation to be undertaken.

*Operations and Development Manager, Mid and East Antrim Borough Council.*

5. The name and business address of the company which undertook the evaluation process.

*STAHRS - 63 Drumlin Road, Donaghcloney, Craigavon, BT66 7NJ*

If you are dissatisfied with the handling of part of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Chief Executive at the Braid Ballymena Town Hall, 1-29 Bridge Street, Ballymena, BT43 5EJ.

Please remember to quote the reference number FOI/249/1819 in any future communications.

If you are not content with the outcome of an internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Please be advised that Mid and East Antrim Borough Council may release the response to this information request into the public domain via our website at <https://www.midandeantrim.gov.uk/>.

If we publish our response to your request, your personal data will be removed to protect your privacy.

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