

Job Title	Junior Chef (Café)
Department:	Catering
Responsible To	Café Operations Manager
Responsible For	No direct reports but may be required to supervise staff whilst on shift
Overall job purpose	Responsible for assisting with food preparation, cooking and service of fresh dishes across 2 Café operations: Boat House Café and East Court Café
Key internal relationships	Head Chef Chef de Partie Assistant Café Manager Ice Rink colleagues working at the Boating Lake (pedalo hire)
Key duties and responsibilities	<ol style="list-style-type: none"> 1. Assist with food preparation across both cafes, maintaining a clean and organised kitchen, ensuring that all food is prepared and served to the highest standards 2. Adhere to recipes and established standards for food preparation to ensure consistency and quality 3. Support the Head Chef in the development and execution of café seasonal menus and daily specials 4. Assist in the proper storage of food, stock rotation and waste management to ensure that the café kitchens run efficiently 5. Assist with managing food orders and inventory control across both units ensuring that stock levels are maintained efficiently. Contribute to minimising waste by making the best use of available ingredients 6. Report any issues with kitchen equipment or stock to the Café Operations Manager 7. Support the wider Catering team across site depending on the event programme

Person Specification	<i>Essential</i>	<i>Desirable</i>
	Education / Qualifications / Memberships Right to work in the UK Fluent in English language	Food safety Level 2 certification (or equivalent) A professional culinary qualification (e.g. NVQ Level 2 or 3)

	<p>Experience</p> <p>Basic cooking experience including preparation techniques</p> <p>Experience working in a café or hospitality environment in a similar kitchen-based role</p> <p>Skills and Knowledge</p> <p>Good attention to detail ensuring accuracy in measurements, portioning and presentation</p> <p>Excellent organisation and ability to keep work area tidy by managing supplies</p> <p>Ability to work effectively as part of a team</p> <p>Physically able to fulfil the responsibilities of the role including standing for extended periods and performing tasks that require physical effort</p> <p>A passion for food</p> <p>Positive attitude with a proactive and resourceful approach to tasks</p> <p>Flexibility to work weekends, evenings and bank holidays in line with operational requirements</p>	
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DIMENSIONS

Financial responsibilities

n/a

People management responsibilities

n/a

GENERAL OBLIGATIONS

i. Health and Safety

All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

ii. Equality and Diversity

Alexandra Palace is committed to the fair treatment of all our staff. We are committed to giving equal access to recruitment and selection, promotion and career development, training, pay and benefits.

We will provide reasonable support to disabled applicants throughout the recruitment process. If you feel that you need any additional support or reasonable adjustments to take part in the interview process, please contact the HR team

iii. Safeguarding

Demonstrate commitment to safeguarding of children, young people, and adults at risk.

iv. **GDPR**

To handle personal data in accordance with the organisation’s data protection policy and to record all processing activities in the organisation’s data register where appropriate.

v. **Sustainability**

We are committed to a Sustainability strategy and policy, working towards finding new, innovative, and economical ways to stay green.

CUSTOMER SERVICE STANDARDS



VALUES AND BEHAVIOURS

1. We are Collaborative
2. We are Bold
3. We are Open and Genuine
4. We are Passionate and Fun
5. We are Resourceful

The Core Competency Framework

Each competency has an overall description. It is then broken down by level into “We will” and “We won’t” indicators. This role is a level **X** (of 4) and therefore should be demonstrating behaviours at **level I**

I. We are COLLABORATIVE

“We work as one team, sharing ideas, knowledge and insight to achieve our common purpose”

	We Will	We Won't
Level I	<ul style="list-style-type: none"> • Work together collaboratively- acting as one team • Communicate with colleagues and other teams - building relationships, sharing information and reducing silos • Attend and actively participate in team meetings • Look for frequent opportunities to socially interact across the organisation • Ask for help more often • Pro-actively offer help if a team member is struggling 	<ul style="list-style-type: none"> • Wait to be asked for help or leave people to struggle • Work in silos • Make decisions without consulting each other • Withhold information from others • Be silent and uncommunicative • Hold back because of lack of time or interest • Ignore the phone or customers • Act divisively

2. We are BOLD

“We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things”

	We Will	We Won't
Level I	<ul style="list-style-type: none"> • Bring creative ideas to work, share them with others and influence to make them happen • Be adaptable and open minded - listen to new ideas and try new things • Demonstrate a passion for learning put self forward to be trained and to train others • Be more vigilant in spotting the things which could be better • Admit when a mistake has been made or could have been done better • Welcome change as a way to learn and grow 	<ul style="list-style-type: none"> • Resist change and new ways of doing things • Be afraid to try new things • Be defensive when constructive criticism is offered • Make the same mistakes • Hold back ideas • Blame others if new things go wrong • Dismiss or shut down ideas without suggesting alternatives or looking at ways to make it work • See setbacks as failure

3. We are OPEN AND GENUINE

“We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values.”

	We Will	We Won't
Level I	<ul style="list-style-type: none"> • Treat people with respect, irrespective of their opinions, beliefs or background • Demonstrate good manners with everyone • Listen to others and value their opinions • Take time to get to know other individuals and teams, who they are, what they do and how we can help • Discuss things in person and not rely on email • Be more culturally aware and understanding of difference • Work sensitively and collaboratively with all • Meet commitments and keep promises - follow up on enquiries or requests for information promised • Confront difficult situations 	<ul style="list-style-type: none"> • Disrespect colleagues or customers • Single out, exclude or discriminate against people because they are different to me or for any other reason • Dismiss the views of others because their opinion and perspective is different to ours • Criticise colleagues in front of others or the public • Take sides when hearing different opinions • Bring personal problems into work on a regular basis • Talk or gossip about others • Talk the organisation down inside or out • Fail to deliver on what we have promised

4. We are PASSIONATE & FUN

“Our job is to put smiles on people’s faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment”

	We Will	We Won't
Level I	<ul style="list-style-type: none"> • Demonstrate enthusiasm and excitement in the delivery of our roles • Express passion, energy and fun with colleagues and customers • Focus on quality – completing work on time and accurately • Take visible pride in our work every day • Be self- motivated and stay positive even when sometimes it is hard to do so • Deliver the best experience for our customers • Look for opportunities to bring fun to work 	<ul style="list-style-type: none"> • Create a negative atmosphere • Demonstrate a can't do attitude • Allow the negativity of others to affect me • Take things to heart • Take a careless attitude to the quality of our work • Say “I don't know” – I will go and find out • Say “It's NOT my job”

5. We are RESOURCEFUL

“We use what we have creatively to get the best results possible, solving problems and overcoming difficulties”

	We Will	We Won't
Level I	<ul style="list-style-type: none"> • Be determined to deliver making best use of the resources we have • Say yes more often and then work out how to do it with what we have • Use initiative to solve problems – seeing every problem as a challenge and an opportunity to grow • Minimise wastage and recycle more • Look after resources as if they are personal belonging s- keeping them tidy and maintained • Make suggestions on how to make things more efficient or reduce cost • Take accountability and show a “can-do” attitude 	<ul style="list-style-type: none"> • Bring problems without thinking of possible solutions or suggestions • Abandon problems hoping someone else will solve them • Say “Yes” if I know I can’t do something • Use budget as an excuse not to do things • Be wasteful of time, resources, energy and equipment