

## Keeper's Kitchen - Cook

We have an exciting opportunity for two Cook's to join our new Keeper's Kitchen team, on a permanent basis, working 40 hours per week, over 5 days out of 7, including weekends and Bank Holidays.

The successful candidate will be responsible for the preparation and cooking of food within our new Keeper's Kitchen restaurant.

Experience in food preparation in a commercial catering environment and a Food Hygiene level 2 (or equivalent) or above are essential for this role, as well as an understanding of food production methods and health and safety best practices.

If you would like to join our unique and vibrant organisation to become a part of the Marwell Family, please view the full candidate brief below and send a completed application form to [jobs@marwell.org.uk](mailto:jobs@marwell.org.uk).

Salary £27,538.37 per annum.

**Closing date:** 30 April 2025

**Disclaimer: we reserve the right to close a vacancy earlier than the advertised date if we receive applications that meet the selection criteria. Once a vacancy has closed, we are unable to consider further applications, so please apply early to avoid disappointment.**

## Keepers Kitchen - Cook

### Role Profile

**Job Title:** Cook

**Benefits:** Pension at 5%, 33 days annual leave inc. Bank Holidays (Pro-Rata)

**Hours:** 40 hours per week

**Location:** Marwell Wildlife

**Reports to:** Kitchen Manager

### Key Internal Contacts

- Catering Team
- Retail, Admissions & Supporter Team
- Events Team
- Guest Services Team
- Park Operations Team
- Health & Safety

### Key External Contacts

- Product and service contractors/suppliers
- Zoo guests/public guests to ensure maximum value and service during visits

### Role Purpose and Role Dimensions:

Support and learn the provision of our food and beverage offer to our guests, ensuring consistent standards, preparation and presentation, as well as continuing improvement with our offer.

### Financial Dimensions

- Supporting the achievement of forecast and budgeted income targets and controlling costs and expenditure against budgeted targets and programmes
- To minimise wastage, adhering to our environmental policy

## The Role

- The preparation and cooking of food for daily sales within The Keepers Kitchen, and events.
- To always maintain and manage the required high operational and personal standard of hygiene and presentation in compliance with the Food Safety Act
- Be passionate about food and take pride in its presentation with an eye for detail and an exceptional drive for quality.
- Ensure safe catering principals regarding food safety and health and safety are always followed and documented encompassing both Marwell Wildlife's own policies and legal requirements of the Food Safety Act
- To ensure stock control including ordering, accepting deliveries, stock rotation and ensuring Marwell Wildlife's standards and recipe specifications are met and always maintained.
- Ensure food preparation areas are always clean and tidy.
- To ensure all equipment is safe and clean before and after use.
- To ensure that Marwell Wildlife's environmental policies are followed.
- To maintain a professional appearance while at work adhering to correct uniform and grooming guidelines
- To be aware of the aims and objectives of Marwell Wildlife.
- To deliver exceptional guest service.
- Identify with and contribute to Marwell Wildlife Brand Values, mission, and charitable objectives.
- Follow the budget set by Restaurant & Venue manager
- Ensuring standard portions and quality of dishes
- Maintaining a clean and safe kitchen and ensuring sanitation practices in the kitchen
- Organised and able to work in a fast-paced environment
- Able to work as part of a team within The Keeper's Kitchen and the Catering Department
- To undertake any other duty deemed reasonable as required by your manager

## The Candidate

### **Qualifications & Experience**

#### **Essential**

- Food hygiene level 2 (or equivalent) or above
- Flexibility and an enthusiastic approach to work and new challenges with a can-do attitude
- Experience of working in a short order, fast paced, commercial catering environment.
- An understanding of food production methods, food safety, COSHH, risk assessments, health, and safety best practices with the ability to maintain policies and procedures
- Full clean driving licence valid for the UK

#### **Attributes**

- Excellent verbal communication and active listening skills to express views clearly and succinctly with the enthusiasm to lead, motivate and collaborate with both the kitchen and the front of house team to provide a seamless service delivery to our guests.
- The ability to follow instruction with an emphasis on being a team player with an aptitude for getting the most out of the people you work with
- Great customer service skills with a focus on exceeding guest's expectations and needs as the first requirement.
- Be able to use resources effectively and efficiently and multitask to accomplish goals in a timely manner
- Competency in numeracy and written skills.