

National profiles for catering

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* New July 2005

** This profile has been merged with Cook (Supervisor) shown below and is unchanged since May.

Note:

Following the review of the profiles, the following profile has been withdrawn.

Profile Title	AfC Banding	Date of Publication	Withdrawn
Catering Assistant	1	Mar 03	16/05/05
Cook	2	Mar 03	16/05/05
Cook (Supervisor)	3	Mar 03	16/05/05
Cook (Team Leader)	3	Mar 03	16/05/05
Catering Manager	5	Nov 03	16/06/05

Profile Label: Catering Support Worker

- Job Statement:**
1. Plate up meals for distribution to wards.
 2. Cleaning of kitchen equipment, kitchen and dining room.
 3. May deliver food to wards.

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive routine information orally, own job; Provide and receive routine information, to inform work colleagues, patients, clients. Communication on job duties/ provide information on food service.	1 / 2
2. Knowledge, Training & Experience	Small number of routine work procedures, on the job training. Knowledge of basic food hygiene and CoSHH regulations; on the job training.	1
3. Analytical & Judgemental Skills	Judgements involving straightforward facts or situations. Decision on routine tasks.	1
4. Planning & Organisational Skills	Organises own day to day work tasks or activities. Plans own work.	1
5. Physical Skills	Physical skills obtained through practice. Place food on conveyor belt; load pots onto moving rack; manoeuvring food trolleys.	2
6. Responsibility for Patient/Client Care	Assist patients/ clients during incidental contacts / Provide ancillary services to patients/ clients. Contact with patients/ clients is incidental/ delivers food to wards.	1 / 2 (a)
7. Responsibility for Policy/Service Development	Follow policies in own role, may be required to comment. Comment on catering and hygiene policies.	1
8. Responsibility for Financial & Physical Resources	Handle cash, valuables; safe use of equipment other than equipment used personally. Operates cash till; Responsible for dismantling and reassembling kitchen equipment used by cooks.	2 (a) / 2(b)
9. Responsibility for Human Resources	Demonstrate own activities to new or less qualified employees. Guidance to new starters.	1
10. Responsibility for Information Resources	Records personally generated information. Process own time sheets and work records.	1
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work. Completes e.g. staff surveys.	1
12. Freedom to Act	Well-established procedures, supervision close by. Work is checked daily.	1
13. Physical Effort	Frequent moderate effort for several short periods; Occasional intense physical for several short periods. Lift dishwasher loads, full bain maries; push and pull trolleys containing crockery and pans/ pot washing.	3 (c) / 4 (c)
14. Mental Effort	General awareness, sensory attention; work pattern predictable/ frequent concentration; work pattern predictable. Concentration for catering duties/ concentration for e.g. operating cash tills.	1–2(a)
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare / Occasional distressing or emotional circumstances. Rarely exposed to distressing circumstances/ contact with very ill patients on wards.	1 / 2
16. Working Conditions	Occasional unpleasant conditions/Frequent unpleasant conditions. Noise, heat and humidity.	2 (a) / 3 (a)
JE Score/Band	JE Score 115–148	Band 1

Profile Label: Cook

- Job Statement:**
1. Preparation and cooking of food.
 2. Ensure food and hygiene standards are met.

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive routine information, to inform colleagues, patients, clients. Inform staff of menu changes; communicate dietary information to patients/ clients.	2
2. Knowledge, Training & Experience	Range of work procedures and practices; base level of theoretical knowledge. Knowledge of work procedures, practices and equipment for a catering service, including advanced food hygiene processes; City and Guilds/NVQ 3 or equivalent.	3
3. Analytical & Judgemental Skills	Judgements involving facts or situations, some requiring analysis. Judgements on efficient use of equipment.	2
4. Planning & Organisational Skills	Plan and organise straightforward activities, some on going. Organise daily work plan – prioritising, cooking methods, cooking times, cooking procedures; reorganises menus at short notice.	2
5. Physical Skills	Developed physical skills; manipulation of objects, people; narrow margins for error; highly developed physical skills, accuracy important; manipulation of fine tools, materials. Skills required for preparation of food to deadlines; Use knife skills in butchery and filleting.	3 (a) / 3 (b)
6. Responsibility for Patient/Client Care	Assist patients/ clients during incidental contacts. Provide food information.	1
7. Responsibility for Policy/Service Development	Follows policies in own role, may be required to comment. Comments on catering and hygiene policies.	1
8. Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources / maintain stock control. Careful use of own equipment/ orders food.	1 / 2 (c)
9. Responsibility for Human Resources	Demonstrate own activities to new or less qualified employees. Guidance to new starters.	1
10. Responsibility for Information Resources	Records personally generated information. Process own time sheets and work records.	1
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work. Completes e.g. staff surveys.	1
12. Freedom to Act	Standard operating procedures, someone available for reference. Operates within health, hygiene, food preparation and cooking procedures.	2
13. Physical Effort	Frequent moderate effort for several short periods. Lift kitchen equipment and foodstuffs.	3 (c)
14. Mental Effort	Frequent concentration; work pattern predictable. Concentration required when cooking and using machinery.	2 (a)
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare. Rarely exposed to distressing circumstances.	1
16. Working Conditions	Frequent unpleasant conditions. Hot, humid, noisy kitchen.	3 (a)
JE Score/Band	JE Score 205–212	Band 2

Profile Label: Cook Team Leader

- Job Statement:**
1. Leading a team of catering staff.
 2. Provision of a food service.

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive routine information orally, to inform work colleagues, patients, clients. Exchange information with catering staff about cooking processes and menus.	2
2. Knowledge, Training & Experience	Range of work procedures and practices; base level of theoretical knowledge. Knowledge of work procedures, practices and equipment for a catering service, including advanced food hygiene processes; City & Guilds; NVQ Level 3 or equivalent.	3
3. Analytical & Judgemental Skills	Judgements involving facts or situations, some requiring analysis. Resolve staffing issues; reorganise menus at short notice; decide on alternative food options.	2
4. Planning & Organisational Skills	Plan and organise straightforward activities some ongoing. Organise interviews, staff rotas, equipment repairs.	2
5. Physical Skills	Developed physical skills; manipulation of objects, people; narrow margins for error; Highly developed physical skills, accuracy important; manipulation of tools, materials. Skills required for preparation of food to deadlines; Use knife skills in butchery and filleting.	3(a) / 3(b)
6. Responsibility for Patient/ Client Care	Assist patients/ clients during incidental contacts/ provide ancillary services to patients/ clients. Provide food information/ provides food advice to patients.	1–2
7. Responsibility for Policy/ Service Development	Implement policies and propose changes to practices, procedures for own area. Implements catering policies.	2
8. Responsibility for Financial & Physical Resources	Maintain stock control; Authorised signatory small payments; safe use of expensive equipment; purchase of some supplies. Ensure stocks are available; Order groceries; Ensure safe use of a range of kitchen equipment/ purchases food.	2(c) / 2(d) / 2(e) / 3(b)
9. Responsibility for Human Resources	Day to day supervision. Lead a team of catering staff.	2 (a)
10. Responsibility for Information Resources	Records personally generated information. Process time sheets or other work records.	1
11. Responsibility for Research & Development	Undertakes surveys or audits as necessary to own work. Completes e.g. staff surveys.	1
12. Freedom to Act	Standard operating procedures, someone available for reference / Clearly defined occupational policies, work is managed rather than supervised. Operates to health, hygiene and food preparation and cooking procedures/ works independently, line manager available for reference.	2–3
13. Physical Effort	Occasional moderate effort for several short periods / frequent moderate effort for several short periods. Lift kitchen equipment and food stuffs/ lift moderately weighted kitchen equipment and foodstuffs.	2(d)–3(c)
14. Mental Effort	Frequent concentration; work pattern predictable. Concentration required when checking stores, completing forms, using machinery, cooking.	2 (a)
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare / occasional distressing or emotional circumstances. Impart unwelcome news to staff, contact with very ill patients.	1–2(a)
16. Working Conditions	Frequent unpleasant conditions. Hot, humid kitchen most of the day.	3(a)
JE Score/Band	JE Score 221–255	Band 3

Profile Label: Cook Higher Level

- Job Statement:**
1. Prepares and cooks food, including special, ethnic diets.
 2. Ensures food and hygiene standards are met.
 3. Assists in planning and costing of menus; orders supplies.
 4. Provides technical advice, guidance, training to catering staff.
 5. May deal with patient complaints.

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive routine information, to inform colleagues, patients, clients/ requiring tact or persuasive skills. Inform staff of menu changes; communicate dietary information to patients/ clients/ deals with patient complaints.	2–3(a)
2. Knowledge, Training & Experience	Range of work procedures and practices, majority non-routine; intermediate level of theoretical knowledge. Knowledge of work procedures, practices and equipment for a catering service, including advanced food hygiene processes; City and Guilds/NVQ 3 or equivalent plus knowledge for special diets acquired through training and experience to diploma equivalent level.	4
3. Analytical & Judgemental Skills	Judgements involving facts or situations, some requiring analysis. Judgements on efficient use of equipment.	2
4. Planning & Organisational Skills	Plan and organise straightforward activities, some on going. Organise daily work plan – prioritising, cooking methods, cooking times, cooking procedures; reorganises menus at short notice.	2
5. Physical Skills	Developed physical skills; manipulation of objects, people; narrow margins for error; highly developed physical skills, accuracy important; manipulation of fine tools, materials. Skills required for preparation of food to deadlines; use knife skills in butchery and filleting.	3(a) / 3(b)
6. Responsibility for Patient/ Client Care	Provides general non-clinical advice, information to patients. Deals with customer, patient queries, complaints.	2
7. Responsibility for Policy/ Service Development	Implement policies and propose changes to policies for own area. Ensures hygiene, H&S policies followed.	2
8. Responsibility for Financial & Physical Resources	Safe use of equipment other than equipment used personally; maintain stock control. Ensures safe use of equipment by other catering staff; orders food.	2 (b) (c)
9. Responsibility for Human Resources	Demonstrates own duties to less experienced staff / day to day supervision. Provides advice to new starters/ provides technical advice and guidance to other catering staff.	1–2(a)
10. Responsibility for Information Resources	Records personally generated information. Process own time sheets and work records.	1
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work. Completes e.g. staff surveys.	1
12. Freedom to Act	Standard operating procedures, someone available for reference. Operates within health, hygiene, food preparation and cooking procedures.	2
13. Physical Effort	Frequent moderate effort for several short periods. Lift kitchen equipment and foodstuffs.	3 (c)
14. Mental Effort	Frequent concentration; work pattern predictable. Concentration required when cooking and using machinery.	2(a)
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare. Rarely exposed to distressing circumstances.	1
16. Working Conditions	Frequent unpleasant conditions. Hot, humid, noisy kitchen.	3(a)
JE Score/Band	JE Score 252–268	Band 3

Profile Label: Cook Team Manager

- Job Statement:**
1. Responsible for day to day operation of catering service, including special and ethnic diets.
 2. Ensures food and hygiene standards are met.
 3. Plans and costs menus; orders supplies.
 4. Day to day management, training of catering staff.
 5. Deals with patient complaints.

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive routine information, requiring tact or persuasive skills. Inform staff of menu changes, motivates staff, deals with patient complaints.	3(a)
2. Knowledge, Training & Experience	Range of work procedures and practices, majority non-routine; intermediate level of theoretical knowledge. Knowledge of work procedures, practices and equipment for a catering service, including advanced food hygiene processes; City and Guilds/NVQ 3 or equivalent plus knowledge for special diets acquired through training and experience to diploma equivalent level.	4
3. Analytical & Judgemental Skills	Range of facts or situations, requiring analysis, comparison of range of options. Day to day operational decisions, delegation of work.	3
4. Planning & Organisational Skills	Plan and organise complex activities, requiring formulation, adjustment. Plans work of kitchen, adjusts work schedules as necessary.	3
5. Physical Skills	Developed physical skills; manipulation of objects, people; narrow margins for error; highly developed physical skills, accuracy important; manipulation of fine tools, materials. Skills required for preparation of food to deadlines; use knife skills in butchery and filleting.	3(a) / 3(b)
6. Responsibility for Patient/ Client Care	Provides general non-clinical advice, information to patients. Deals with customer, patient queries, complaints.	2
7. Responsibility for Policy/ Service Development	Implement policies and propose changes to policies for own area. Ensures hygiene, H&S policies followed; proposes changes.	2
8. Responsibility for Financial & Physical Resources	Safe use of equipment other than equipment used personally; maintain stock control. Ensures safe use of equipment by other catering staff; orders food.	2(b) (c)
9. Responsibility for Human Resources	Day to day supervision/ management. Day to day supervision/managements of catering staff.	2(a)–3(a)
10. Responsibility for Information Resources	Records personally generated information. Process own time sheets and work records.	1
11. Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work. Completes e.g. staff surveys.	1
12. Freedom to Act	Clearly defined occupational policies, work is managed rather than supervised. Operates within health, hygiene, food preparation and cooking procedures; responsible for managing kitchen.	3
13. Physical Effort	Occasional/ frequent moderate effort for several short periods. Lift kitchen equipment and foodstuffs.	2(d) / 3(c)
14. Mental Effort	Frequent concentration; work pattern predictable. Concentration required when cooking and using machinery.	2(a)
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare/occasional. Rarely exposed to distressing circumstances/ staffing issues.	1–2(a)
16. Working Conditions	Frequent unpleasant conditions. Hot, humid, noisy kitchen.	3(a)
JE Score/Band	JE Score 296–316	Band 4

Profile Label: Catering Manager

- Job Statement:**
1. Manages food production and delivery process.
 2. Ensures the quality of meals.
 3. Plans and co-ordinates meal services.
 4. Manages catering staff.

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide & receive complex information, persuasive, motivational, negotiating & training skills are required, agreement and co-operation required. Communicates with staff on management and training issues; deals with patients and ward staff regarding complaints, dietary and service requirements.	4(a)
2. Knowledge, Training & Experience	Understanding of a range of work procedures and practices, majority non-routine; intermediate level of theoretical knowledge. Food production knowledge acquired through catering qualifications plus supervisory and management training, experience.	4
3. Analytical & Judgemental Skills	Range of facts or situations, require analysis, comparison of a range of options. Decisions on work allocation and re-allocation, rosters, menu changes and supply issues.	3
4. Planning & Organisational Skills	Plan and organise number of complex activities, requiring formulation, adjustment. Plans staff allocation, food production and delivery.	3
5. Physical Skills	Physical skills obtained through practice. Manoeuvres food trolleys, food presentation, keyboard skills, use of kitchen equipment.	2
6. Responsibility for Patient/ Client Care	Provide non-clinical advice to patients. Deals with patient complaints re food service.	2
7. Responsibility for Policy/ Service Development	Implement policies and propose policy or service change, impact beyond own area. Implements and supports policy development for catering services, impact on other areas.	3
8. Responsibility for Financial & Physical Resources	Budget holder for a department or service. Holds catering budget.	4(a)
9. Responsibility for Human Resources	Day to day management; line manager for department or service. Day to day management/ line management of kitchen staff.	3(a)–4(a)
10. Responsibility for Information Resources	Record personally generated information. Maintains catering records.	1
11. Responsibility for Research & Development	Undertakes surveys or audits as necessary to own work. Undertakes catering surveys, audits.	1
12. Freedom to Act	Clearly defined occupational policies. Works within organisational catering management policies.	3
13. Physical Effort	Occasional moderate physical effort for several short periods. Lifting equipment, food items, delivering food trolleys.	2(d)
14. Mental Effort	Frequent concentration; work pattern predictable./ unpredictable. Concentration required in kitchen environment/ interruptions to deal with staffing or service issues.	2(a)–3(a)
15. Emotional Effort	Exposure to distressing or emotional circumstances is rare / occasional. Limited patient contact/ staffing issues.	1(a)–2(a)
16. Working Conditions	Occasional/frequent unpleasant working conditions. Kitchen temperatures, noise, humidity.	2(a)–3(a)
JE Score/Band	JE Score 328–350	Band 5

Profile Label: Catering Manager Higher Level

- Job Statement:**
1. Manages food production services and delivery services on one or more sites.
 2. Manages catering services budget.
 3. Produces, implements and monitors organisational food safety and related policies.

Factor	Relevant Job Information	JE level
1. Communication & Relationship Skills	Provide and receive complex information, persuasive, motivational and negotiation skills, agreement or co-operation is required. Communicates with staff on performance and training matters, patients' groups and staff about complaints; provides advice to the organisation on a range of catering risk management and food production subjects.	4a
2. Knowledge, Training & Experience	Understanding of a range of work procedures requiring expertise within a specialism underpinned by theoretical knowledge. Knowledge of a range of procedures and practices relating to management and provision of food services, safety regulations and staff management acquired through HCIMA full membership status, Advanced Food Hygiene Diploma to degree level equivalent.	5
3. Analytical & Judgemental Skills	Range of complex facts and situations, requiring analysis, interpretation or comparison of a range of options. Judgements regarding workload and performance management, assessment of food safety procedures, quality of food production and supplies.	4
4. Planning & Organisational Skills	Plan and organise a number of complex activities or programmes requiring formulation, adjustment / broad range of complex activities, formulation and adjustment of plans, strategies. Complex staff planning for food production services, co-ordinates staff input to organisational food safety risk management policy, long term menu planning/ long term planning for catering services.	3-4
5. Physical Skills	Physical skills obtained through practice. Standard keyboard skills, use of kitchen equipment.	2
6. Responsibility for Patient/ Client Care	Provide general non-clinical advice to patients. Deals with service issues, provides advice to patients on menu issues.	2
7. Responsibility for Policy/ Service Development	Responsible for policy implementation and development for a service or more than one area of activity. Produces, implements and monitors the HACCP policy for the catering department, implements organisational and HR policies for the catering department, implements legislative changes relating to all aspects of food purchase, storage and production and service.	4
8. Responsibility for Financial & Physical Resources	Budget-holder for service/ several services. Budget holder for catering service/Responsible for managing the staffing, supplies and income-generation budgets of multi-stranded catering services.	4a-5a
9. Responsibility for Human Resources	Line manager for department, service. Manages catering staff including workload management, training and development, appraisal, grievance and disciplinary, sickness absence.	4a
10. Responsibility for Information Resources	Record personally generated information. Maintains catering records.	1
11. Responsibility for Research & Development	Occasionally undertakes R&D activity. Designs and monitors organisation-wide food and food preparation equipment safety audits.	1
12. Freedom to Act	Broad occupational policies. Acts independently within statutory requirements governing all aspects of food storage, purchase and preparation, works to income generation targets.	4
13. Physical Effort	Combination of sitting standing, walking. Walking between sites, sitting at a computer, standing in kitchens.	1
14. Mental Effort	Frequent concentration; work pattern unpredictable. Concentration required for producing e.g. budgetary reports, frequent interruptions to deal with staff, service issues, or complaints.	3a
15. Emotional Effort	Occasional exposure to distressing or emotional circumstances. Imparts news regarding e.g. performance to catering staff.	2a
16. Working Conditions	Occasional unpleasant working conditions. Inspection of food preparation and storage areas, exposure to extreme temperatures.	2a
JE Score/Band	JE Score 415-443	Band 6

