



JOB DESCRIPTION & PERSON SPECIFICATION

Kitchen & Operations Assistant

A Successful Social Enterprise

Rowcroft have launched a successful social enterprise business, where we are building a long-term income for Rowcroft Hospice. The business offers a range of high quality and amazingly tasty, frozen food meals made in Devon, specifically designed to provide wholesome and nutritional support to the elderly, delivered direct to the home.

We use predominantly British ingredients, wherever possible from Devon, to support local farming and fishing communities. Our environment is also very important to us, so all of our packaging is 100% recyclable or reusable and free from plastic.

We're just celebrating our 4th birthday and have plans to develop and grow into a franchise opportunity to maximise the income for Rowcroft Hospice. Rowcroft have a track record of running a successful social enterprise with its network of retail shops.

The Role

We are looking to recruit a kitchen and operations assistant who is seeking an exciting new challenge, assisting with the preparation of dishes for a growing frozen food venture. You will have a passion for problem solving, working efficiently and supporting your colleagues in delivering for our customers.

You will be hands-on, self-motivated and able to manage your time effectively to ensure stock is always available. You will be responsible for ensuring that our freshly prepared dishes are packaged in accordance with our standards and company policies, that they are safely transported to our freezer and that our work areas are clean and tidy. This role reports to and is accountable to the Head Production Chef.

As well as supporting with food preparation, you will also support the wider team by participating in food demonstrations and customer engagement activities, helping to showcase the quality and values of our food. From time to time, this role will include supporting multi-drop delivery runs, helping us maintain strong relationships with our customers through excellent service and reliability.

This is a fantastic opportunity for the right individual to join a venture with real purpose and impact in the local community.

Package

Hours of work:	37.5 hr week
No. of days holiday:	27 days per annum (Plus Bank holidays)
Location:	Rowcroft Hospice, Torquay
Salary:	Up to £24k per annum
Uniform:	Chef whites to be worn in kitchen
Other:	Company Stakeholder Pension scheme



Responsibilities

1. Assist kitchen staff with general cleaning and hygiene duties to maintain a safe and sanitary working environment
2. Support in assembling meals and packaging them for freezing
3. Transport packaged meals to the freezer, ensuring correct handling and storage
4. Follow FIFO (First-In, First-Out) stock rotation principles to ensure proper stock management and minimal waste
5. Assist with order picking and packing of vans, ensuring customer orders are accurate and ready for dispatch
6. Support in delivering food demonstrations to customers, partners and stakeholders, acting as an ambassador for the quality and ethos of the brand.
7. Assist with multi-drop deliveries as needed, ensuring food is handled and delivered with care and professionalism.

Mandatory Responsibilities

1. Adhere to all Health & Safety requirements and the Food Safety Plan, including Covid-19 secure processes and procedures
2. Promote a culture of continuous learning and development and wellbeing, help to create an environment that is continually critically questioning practice and promoting learning
3. Identify your own learning and development needs and undertake continuous professional development
4. Play an active part in team meetings and ensure your mandatory and other relevant training is kept up to date.

This list can never be exhaustive but covers most of the work you'll be doing - always with talent, initiative and a commitment to great customer service.



Person specification

QUALIFICATIONS
<ol style="list-style-type: none">1. Full UK driving licence (for delivery responsibilities).2. Level 2 Food Hygiene Certificate (or willingness to attend training).
ESSENTIAL SKILLS & EXPERIENCE a successful candidate should possess and be able to demonstrate
<ol style="list-style-type: none">1. Relevant experience working in a catering or operations role.2. A passion for food and a commitment to high standards.3. Ability to work well as part of a small, close-knit team in a fast-paced environment.4. Ensures accuracy in assembling meals, packing orders, and maintaining stock rotation using FIFO principles.5. Capable of working to deadlines, especially during afternoon order picking and dispatch preparation.6. Understanding of Health and Safety regulations7. Understanding of food safety standards and cleanliness in a kitchen or production environment (training can be provided).8. Keeps work areas tidy and stock well-managed to maintain efficiency and hygiene.9. Able to follow instructions clearly and communicate effectively with kitchen and delivery teams.10. Excellent communication skills, both written and verbal11. Dependable, with a strong sense of responsibility and timekeeping12. Comfortable working in harsh environments such as a freezer (Appropriate PPE provided)13. Numerate & literate14. Able to work as part of and positively contribute to a small team15. A genuine passion for food and the sourcing of quality ingredients16. Demonstratable ability to remain calm under pressure17. Able to promote high personal standards of performance, personal hygiene and appearance
DESIRABLE SKILLS AND EXPERIENCE
<ol style="list-style-type: none">1. Previous experience working in a food production, commercial kitchen, warehouse, or dispatch environment.2. Familiarity with stock rotation and inventory systems (especially FIFO).3. Experience picking and packing customer orders.

All offers will be subject to a DBS check

