

**Creative Support Ltd**

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Cook**Reference: 83593****Wilshaw House – Tameside**

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed within this document. When completing the application form you may submit additional documentation however we cannot accept a CV as a completed application.

Closing Date: 17 October 2025

Once you have submitted your application form allow *7 working days* after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

We are very much looking forward to receiving a completed application from you.



Hours: Part-time, 17.5 hours per week

Responsible To: Project Manager

The Role:

The cook is responsible for preparing and cooking a hot meal for up to 20 services users a day and a hot meal or buffet for 8 individuals who may access the community as part of their support needs.

At Wilshaw House, we provide quality care and support to older people with a range of support needs including dementia and memory impairment.

Main Duties

Food Preparation

1. To prepare and cook meals in line with an agreed menu plan for the day service. To ensure that meals are well prepared and presented.
2. To provide a varied menu in consultation with service users. To produce weekly menu plans and to ensure that meals are nutritionally balanced to meet service user's dietary requirements.
3. To prepare textured diets including food and fluid to enable a person to chew and swallow safely without choking.
4. To prepare food in a hygienic manner and in keeping with health and safety and food hygiene legislation
5. To work with service users as and when appropriate
6. To work with and support service users and volunteers as and when appropriate
7. To communicate with the other cooks and kitchen assistants in relation to planning menu's and ordering of food items.
8. To ensure that all food is prepared and stored in line with food hygiene standards.

Cleaning

9. To keep all kitchen and dining areas clean and tidy according to the cleaning schedules
10. To ensure that the kitchen areas and all the cooking equipment are maintained in a safe, hygienic condition according to the cleaning schedules
11. To follow safety procedures in respect of dangerous cleaning substances

Stock Management

- 12. To keep up-to-date records of all items issued and be responsible when stocks need re-ordering.
- 13. To ensure that all cleaning materials are used in an economical way
- 14. To develop relationships with service users and promote an atmosphere of trust and respect

Training

- 15. To attend relevant training including food nutrition, food hygiene and health and safety courses.
- 16. To accept regular support and supervision from the line manager

Team Work

- 17. To be part of a team that provides a reliable service

Health and Safety

- 18. To recognise the need for a safe and hygienic environment in the service.

Other

- 19. To provide regular verbal and written reports to line manager
- 20. To carry out all work in a manner consistent with the aims of the project and the service principles of Creative Support
- 21. To comply with and to implement the Equal Opportunities Policy of Creative Support
- 22. To maintain confidentiality at all times, in accordance with the agreed policy
- 23. To observe any written policies, procedures and guidelines for good practice agreed by Creative Support
- 24. Any other duties as required

	QUALITIES AND QUALIFICATIONS REQUIRED	How Assessed	Essential or Desirable
1	Working as a member of a team	Application & Interview	Essential
2	At least one year's experience in a similar role or with similar experience	Application & Interview	Essential
3	Practical cooking skills including ensuring meals are well prepared and presented	Application & Interview	Essential
4	Knowledge of food preparation and menu planning for groups of people	Application & Interview	Essential
5	A working knowledge of the nutritional needs of older people to meet dietary requirements	Application & Interview	Essential
6	An ability to work unsupervised and to organise own work	Application & Interview	Essential
7	An ability to complete tasks following a schedule of work	Application & Interview	Essential
8	Basic verbal and written communication skills, with an ability to contribute to a record and finance keeping system, write and organise meal plans	Application & Interview	Essential
9	Willingness to work as part of a team	Application & Interview	Essential
10	A common sense understanding of household management	Application & Interview	Essential
11	Possession of a food hygiene certificate or willingness to undertake this	Application & Interview	Essential
12	A relevant catering certificate or qualifications	Application & Interview	Essential

Pay Structure:

£12.70 per hour

Hours of Work:

17.5 hours, 09:30 to 14:30

Holidays:

20 days plus 8 statutory days pro rata.

Bank Holidays:

An enhancement is paid for working at Christmas and New Year. We do not pay enhancements for working evenings, weekends or any other public holiday.

Care Certificate and Level 2/3 Health & Social Care Diploma:

All employees will be required to undertake and complete the Care Certificate. Following the successful completion of the probationary period staff are automatically enrolled onto Level 3 Health and Social Care Diploma. If you hold NVQ/Diploma 2/3 Health and social care or equivalent you will of course not need to do the award again, but we may support you to undertake qualifications.

Birthday Holiday Bonus:

Contracted employees are entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

Disclosure Checks:

All appointments will be subject to DBS enhanced disclosure and ISA checks.

Probationary Period:

The first four months will constitute a probationary period. When this is successfully completed, employment will be confirmed.

Probationary Bonus:

After the probationary period has been satisfactorily completed your further employment will be confirmed. Upon successful completion of your probationary period you will be entitled to a one off £100 bonus pro rata (subject to tax), providing all induction processes have been completed satisfactorily and upon completion and submission of you end of probationary review paperwork.

Sickness Policy:

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows:-

- Creative Support do not pay for the first three days of **any** sickness absence.

- First twelve months service - Not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty four months service - Up to a maximum of four weeks at full pay.
- Twenty four months plus service - Up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Pension:

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

Life Assurance:

Currently set at two times basic annual salary. Staff become members of a non-contributory group life assurance scheme after 6 months of employment. This scheme provides a death in service benefit of two times annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend the life assurance scheme at any time on reasonable notice to you.

Discretionary Benefits:

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Paid paternity leave
- Enhanced maternity leave
- Compassionate leave
- Carer's leave up to 5 days per annum

Networks:

The EDI Network and the LGBTQ+ Network are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.

Employee Assistance Service:

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

Hospital Saturday Fund:

An easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy.

Annual Rail Ticket:

Discounted annual rail season ticket plans available to employees through Northern Rail.

Payroll Giving:

Administered by Charities Trust: A tax efficient way of donating from your pay on a regular basis to any registered charities.

WeCare Staff Awards:

Recognising dedicated staff across the organisation with standard, silver and gold awards given out every 2 months.

Your Rewards:

Employee benefits and discount vouchers available through the Your Rewards website.

Long service: Awarded in the December following your 10, 15, 20 and 25 year anniversary of your continuous service date with the organisation.

Retirement Awards:

£100 bonus should you choose to retire whilst employed by Creative Support. Eligible for all permanent contracted employees with at least two years continuous service.

Refer a Friend Scheme:

Staff who successfully refer a friend to Creative Support's employment can claim £100 worth of vouchers when their friend starts and another set of £100 worth of vouchers when their friend passes the End of Probationary Review after four months of employment.

Welcome Back Grant:

£200 worth of vouchers for employees who return to the organisation who have at least six months between resigning from their original post and taking up their new role.

Uniform:

If applicable for your service you will be provided with a uniform. The amount of uniforms that are provided will be dependent on your hours worked.

Company mobile phone and laptop:

If applicable to your job role the provision of a mobile smart phone, laptop and a 3G/4G dongle may be provided. Please note the employee will be liable for any damage or theft of these devices.

Travel Expenses:

These will be paid in accordance with the organisation Travel Expenses policy, please contact the HR Department for a copy of this.

Lease Cars/Car Allowance:

A mileage allowance is payable for the use of employee's car on organisation business. The organisation will reimburse your costs incurred on organisation business on a monthly basis upon receipt of authorised claim forms. If you use a car on organisation business you will be required to have business use insurance. An employee's certificate of insurance must be made available for inspection on commencing employment.