

Catering Supervisor/Cook

Aylsham & District Care Trust, Aylsham

Aylsham & District Care Trust is a community charity supporting people in Aylsham and the surrounding area to live independently, stay connected and enjoy a sense of belonging. We provide a range of caring and community-based services, including day services, support at home, the Orange Blossom Café, lunch clubs and hot-meal deliveries.

We are seeking a friendly and experienced Catering Supervisor/Cook to lead our busy community café. This hands-on role combines cooking with supervising staff and volunteers, while ensuring high standards of food quality, food safety and customer service.

The post holder will lead the daily operation of the kitchen and ensure that nutritious meals are prepared and served with care. Working closely with staff and volunteers, you will help create a friendly, efficient and safe environment where good food brings our community together.

Key responsibilities:

- Prepare and cook a range of nutritious meals and snacks for the cafe and community services.
- Lead the day-to-day operation of the kitchen and support and guide staff and volunteers.
- Plan menus that meet a range of dietary needs and manage food allergen information safely.
- Maintain food hygiene, health and safety and other relevant standards and records.
- Order supplies, manage stock, work within agreed budgets and minimise waste.
- Maintain a welcoming and positive environment for customers, service users and colleagues.

What we are looking for:

- Experience in catering, hospitality or kitchen supervision, ideally including cooking for groups.
- A minimum Level 2 Food Hygiene qualification.
- Knowledge of food allergens and the safe preparation of meals for different dietary requirements.
- Strong organisational skills and a calm, supportive approach.
- A genuine desire to contribute to a community-focused charity.

Hours, salary and benefits:

Hours: 30 hours per week, normally Monday to Friday, 8.00am to 2.00pm. Some flexibility may be considered.

Salary: £13.80 to £14.30 per hour, depending on experience.

Benefits: Statutory holiday entitlement, workplace pension scheme and free on-site parking.

How to apply

Please send your CV and a brief supporting statement to Nicki Everitt, Aylsham & District Care Trust, St Michaels Avenue, Aylsham, Norfolk NR11 6YA, or email nicki@aylshamcaretrust.com.

If you would like an informal and confidential chat about the role before applying, please contact Aylsham & District Care Trust on **01263 733385**. The closing date for applications is Friday 25th September 2026.

Appointment will be subject to satisfactory references, evidence of the right to work in the UK and any other appropriate pre-employment checks.

Aylsham & District Care Trust is committed to equality, diversity and inclusion. We welcome applications from people of all backgrounds and will make reasonable adjustments throughout the recruitment process. This advert and application information can be provided in accessible formats on request; please contact Nicki Everitt using the details above.

Job Description

Catering Supervisor/Cook

Job Title	Catering Supervisor/Cook
Location	Aylsham & District Care Trust, St Michaels Avenue, Aylsham, Norfolk NR11 6YA
Hours	30 hours per week, normally Monday to Friday, 8.00am-2.00pm
Salary	£13.80-£14.30 per hour, depending on experience
Reports to	Operations Manager
Responsible for	Day-to-day operation of the kitchen and supervision/support of catering staff and volunteers

About Aylsham & District Care Trust

Aylsham & District Care Trust is a community charity supporting people in Aylsham and the surrounding area to live independently, stay connected and enjoy a sense of belonging. Our catering provision includes the Orange Blossom Café, Meals on Wheels/hot-meal deliveries, Lunch Clubs and catering for our Day Services.

Purpose of the Role

The Catering Supervisor/Cook is a hands-on role responsible for the day-to-day operation of ACT's kitchen and catering provision. The post holder will personally prepare and cook nutritious, good-quality meals and snacks while supervising and supporting catering staff and volunteers and ensuring consistently high standards of food quality, food safety, hygiene and customer service.

The role requires someone who enjoys cooking and is equally comfortable taking responsibility for the smooth and efficient running of a busy community kitchen.

Food Preparation and Cooking

- Work alongside another Cook and Kitchen Assistant, sharing responsibility for the preparation and cooking of meals across the Orange Blossom Café, Meals on Wheels, Lunch Club and Day Centre catering.
- Ensure meals are prepared to a consistently good standard and presented appropriately.
- Prepare food for ACT's different catering services, including the Orange Blossom Café, Meals on Wheels/hot-meal deliveries, Lunch Clubs and Day Services.
- Ensure meals are prepared and available at the required times for each service.
- Cater appropriately for different dietary requirements, food allergies and individual needs.
- Maintain appropriate portion control and consistency while minimising unnecessary food waste.

Kitchen and Catering Supervision

- Lead the day-to-day operation of the kitchen.
- Organise the daily workload to ensure meals and other catering requirements are completed efficiently and on time.
- Provide guidance, support and day-to-day supervision for catering staff and volunteers.
- Help create a positive and supportive working environment where staff and volunteers understand their responsibilities.
- Work alongside the team as an active, hands-on member of the kitchen rather than solely in a supervisory capacity.
- Communicate effectively with colleagues across ACT to ensure catering requirements are understood and met.

Menu Planning and Dietary Requirements

- Plan varied and nutritious menus appropriate to ACT's customers and service users.
- Take account of dietary requirements, allergies, intolerances and other individual needs.

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- Maintain accurate allergen information and ensure food is prepared and served safely.
- Review menus as appropriate, taking account of customer feedback, nutritional needs, seasonality, cost and food waste.

Food Safety, Hygiene and Compliance

- Ensure high standards of food hygiene and cleanliness are maintained throughout the kitchen and food service areas.
- Ensure food is stored, prepared, cooked, cooled and served safely.
- Maintain appropriate food safety, temperature, cleaning and other required records.
- Ensure allergen procedures are followed consistently.
- Ensure kitchen equipment and work areas are used safely and appropriately.
- Follow ACT's health and safety procedures and report any concerns promptly.
- Support compliance with relevant food hygiene, health and safety and other applicable requirements.

Stock, Ordering and Cost Control

- Order food, ingredients and other catering supplies as required.
- Monitor stock levels and ensure appropriate stock rotation.
- Check deliveries and ensure food is stored correctly.
- Work within agreed budgets and use resources responsibly.
- Seek good value when purchasing supplies while maintaining appropriate standards of quality.
- Monitor and minimise food waste wherever reasonably possible.

Customer and Service User Experience

- Help maintain the Orange Blossom Café as a friendly and welcoming community environment.
- Treat customers, service users, visitors, colleagues and volunteers with dignity, kindness and respect.
- Respond positively and appropriately to feedback.
- Recognise that ACT's catering services are not simply about providing food but also contribute to people's wellbeing, social connection and sense of belonging.

General Responsibilities

- Work in accordance with ACT's policies and procedures.
- Maintain confidentiality and handle information appropriately.
- Promote equality, dignity, respect and inclusion.
- Be aware of safeguarding responsibilities and report any concerns in accordance with ACT procedures.
- Work cooperatively with colleagues and contribute positively to the wider work of Aylsham & District Care Trust.
- Undertake relevant training as required.
- Carry out other reasonable duties consistent with the nature and level of the post.

Flexibility

This Job Description describes the main duties and responsibilities of the post. It is not intended to be an exhaustive list. Duties may reasonably develop or change to reflect the needs of Aylsham & District Care Trust and its services, following appropriate discussion with the post holder.

Person Specification

Catering Supervisor/Cook

Qualifications and Training

Essential

- Minimum Level 2 Food Hygiene qualification.
- Appropriate knowledge and understanding of food hygiene and safe food preparation.
- Knowledge of food allergens and the safe preparation of meals for people with different dietary requirements.

Desirable

- Level 3 Food Hygiene/Safety qualification or willingness to work towards this.
- Relevant catering, hospitality or professional cookery qualification.
- Training or experience relating to nutrition, allergens or special dietary requirements.

Experience

Essential

- Practical experience of preparing and cooking meals in a catering, hospitality or similar environment.
- Experience of working effectively as part of a busy kitchen or catering team.
- Experience of maintaining good standards of food hygiene and kitchen cleanliness.
- Ability to prepare and cook food for groups of people.

Desirable

- Previous experience of supervising or leading staff or volunteers.
- Experience of catering within a community, care, charity or similar setting.
- Experience of menu planning.
- Experience of ordering supplies, managing stock and controlling food waste.
- Experience of working within an agreed catering budget.

Knowledge and Skills

Essential

- Good practical cooking skills and a willingness to be actively involved in food preparation and cooking on a daily basis.
- Good understanding of food hygiene, food safety and allergen requirements.
- Ability to organise and prioritise a busy workload.
- Ability to ensure meals are prepared and ready at required times.
- Ability to support and guide staff and volunteers in a positive manner.
- Good communication and interpersonal skills.
- Ability to work calmly and effectively when the kitchen is busy.
- Ability to maintain appropriate records accurately.
- An understanding of the importance of providing consistently good-quality food and customer service.

Personal Qualities

Essential

- Friendly, approachable and supportive.
- Reliable and well organised.
- Calm and practical in approach.
- Able to work both independently and as part of a team.
- Respectful and considerate towards older and potentially vulnerable people.
- Committed to maintaining high standards.
- Willing to take responsibility while remaining a hands-on member of the catering team.

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- A genuine desire to contribute positively to a community-focused charity.
- An understanding of the importance of confidentiality, dignity and respect.

Other Requirements

Essential

- Willingness to undertake relevant training and maintain appropriate qualifications.
- Commitment to ACT's values and to equality, diversity and inclusion.
- Willingness to work flexibly within the reasonable requirements of the role.
- Ability to meet any appropriate pre-employment requirements for the position.