

JOB PROFILE



JOB TITLE:	Cook
SALARY GRADE:	Grade 4
JE REFERENCE:	A701
DIRECTORATE:	Strategy & Performance
TEAM:	Customer Service Team
LOCATION OF WORK:	Service Headquarters, Training & Development Academy, and any other location across Merseyside
HOURS OF WORK:	35 hours per week
DIRECTLY RESPONSIBLE TO:	Catering Manager and Senior Chef
LEADERSHIP BEHAVIOUR LEVEL:	Leading Yourself

MAIN JOB PURPOSE

To provide a wide-ranging catering service under the direction of the Catering Manager across 2 sites.

The post holder will be committed to, encourage and promote the values of MFRS, the National Core Code of Ethics for Fire & Rescue Services, and act in accordance with our Ground Rules.

KEY AREAS OF RESPONSIBILITY

1. Prepare, cook and present meals, light food, salad bar and buffets in a staff canteen and conferencing facility as well as special and formal occasions that take place throughout the Service.
2. To be responsible for the control of hygiene, health and safety in the kitchen and dining area, and equipment in the kitchen and dining areas. In line with HACCP/COSHH/ and H&S policies.
3. Handling payments for meals and refreshments via a cashless system.
4. Dealing with relevant queries via telephone, email and in person.
5. Assist with the development of menus, recipes, portion controls and service schedules.
6. Manage allergies and special diets safely.
7. Complete food safety checks and maintain a clean, organised kitchen.
8. Receive, check and store deliveries safely and effectively.
9. Manage stock control processes and minimise waste in line with service requirements.
10. Work closely with catering colleagues and support service improvements.
11. Assist with the ordering of foodstuffs online to maintain adequate supplies for meals, buffets and refreshments at TDA and SHQ.
12. Deputise as necessary on occasions when the Senior Cook is unavailable.
13. Regularly undertake any relevant training.
14. To undertake any other duties deemed suitable by the Authority commensurate with the grade.

VALUES, BEHAVIOURS AND CODE OF ETHICS

As detailed in the Authority's CRMP, the Leadership Message clearly states our Values.

We serve with **Courage**

- By never settling for the status quo
- By being decisive and calm under pressure
- By having determination to see things through
- By being prepared to fail
- By celebrating diversity and being open to new opportunities and challenges
- By setting high standards and not being embarrassed for doing so
- By challenging ourselves to be better

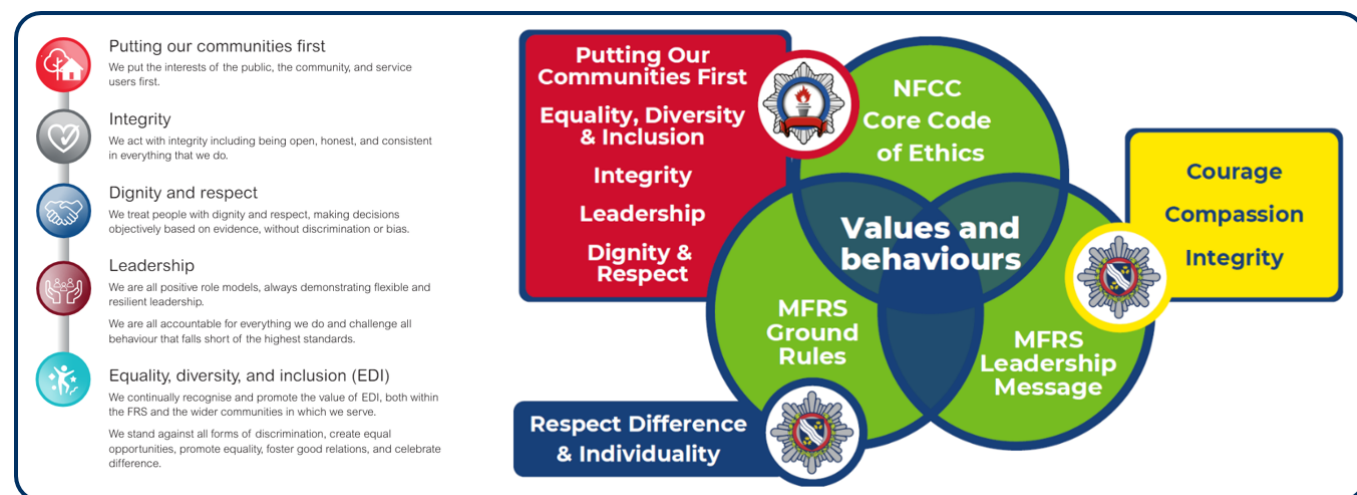
We serve with **Integrity**

- By doing the right thing even when it is hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

We serve with **Compassion**

- By acting with empathy and kindness
- By actively listening - hearing what is being said
- By going the extra mile to help
- By looking after and supporting each other, noticing what is going on for people
- By recognising each other's contribution
- By creating a sense of belonging
- By embracing and understanding difference

The National Core Code of Ethics for Fire & Rescue Services sets out five Key Principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour. The code is complemented by MFRA's Ground Rules, which outlines how we welcome difference and individuality, create a sense of belonging in the most inclusive way and provide some key, simple rules surrounding how we act.



LEADERSHIP BEHAVIOURS

LEADING YOURSELF

Personal Impact	I demonstrate Service values and behaviours.	I value inclusion and set a positive example to others.	I reflect on my own strengths and see the strengths of others (using colours).
Outstanding Leadership	I am an ambassador for the Service, taking pride and responsibility for the work we do and encouraging others to do the same.	I take responsibility and accountability for the quality of my own work.	I role model proactively, learning new skills and behaviours.
Service Delivery	I find out about my local community risks & associated behaviours to ensure we are offering the best service.	I plan ahead and prioritise my work, managing my time effectively to get things done.	I work to foster trust with others & build constructive working relationships to achieve goals.
Org. Effectiveness	I know what the key organisational goals are and how I contribute.	I work within the organisation's policies, procedures and processes.	I continuously seek to improve my performance & share my ideas.

Date job profile prepared / revised:

N. McNevin, Sept 2026

MERSEYSIDE FIRE & RESCUE SERVICE

PERSON SPECIFICATION



Job Title:	Cook / Chef	Team:	Customer Service Team
Salary:	Grade 4	Directorate:	Strategy & Performance
JE Reference:	A701		

QUALIFICATIONS & TRAINING		ESSENTIAL/DESIRABLE	ASSESSED BY
	City & Guilds 706/1/02 or equivalent.	D	P D
	Food Hygiene Certificate or equivalent.	D	P D
KNOWLEDGE & EXPERIENCE		ESSENTIAL/DESIRABLE	ASSESSED BY
	Experience in a formal catering role.	E	A & I
	Experience of working in a customer focused environment.	E	A & I
	Experience of handling payment methods.	D	A & I
	Experience of ordering food online and sending and receiving emails.	E	A & I
SKILLS & ABILITIES		ESSENTIAL/DESIRABLE	ASSESSED BY
	Technical competence in cooking.	E	A & I
	Good presentation skills.	E	A & I
	Good communication and interpersonal skills.	E	A & I
	Ability to organise time and work to strict deadlines.	E	A & I
	Ability to use own initiative.	E	A & I
WORK RELATED CIRCUMSTANCES		ESSENTIAL/DESIRABLE	ASSESSED BY
	A commitment to model our values and behaviours; promoting a culture which embraces collaboration, inclusivity, high performance and wellbeing, striving to make a real difference to the communities we serve.	E	A & I
	Meet the medical and fitness standard required for the role	E	MFRS
	Disclosure Barring Service check, verification of unspent criminal records will be undertaken in the in the form of a basic disclosure barring service check	E	MFRS
	Clean and tidy appearance.	E	I
	Be available to work at any location across Merseyside	E	I
	Be flexible to work occasionally on weekends and evenings as part of 35 hour working week	E	

A	Application	I	Interview	PD	Produce Documentation	MFRS	If successful & conditionally offered the role, MFRS will complete
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