

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Catering Admin Assistant |
| **Reports to**  | Retail Admin Team Leader  |
| **Band**  | Band 2 |
| **Department/Directorate**  | Catering / Estates and Facilities Management (EFM) |

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| **JOB PURPOSE**  |
| Reporting to the admin team leader, with support from the store’s supervisor, the post holder will provide daily till reconciliation. Maintaining accurate record of cash, card and meal voucher transaction, banking of all cash and managing the ordering and control of bulk change. The post holder will respond to catering hospitality requests in a timely manner ensuring the queries are resolve and booking information is communicated to the catering retail team.**K** |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To provide professional, efficient and effective administrative support to the department.
* To provide secretarial duties to the Catering Manager and Patient Meal Service Manager
* To ensure safety and confidentiality of information is maintained at all times.
* To undertake general administration duties
* To present a positive impression of the team and the services; taking a shared and constructive approach to changing circumstances and remain calm under pressure.
* To provide support/cover to the other administration positions within the team.
* Ensure the professional image of the Trust is maintained at all times.
* Responds to routine enquiries from staff/customers and suppliers and investigates queries as required
* Inputs and processes financial information, completing routine financial transactions in accordance with procedures
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| **KEY WORKING RELATIONSHIPS**  |
| Areas  of  Responsibility: Catering AdminNo. of Staff reporting to this role: 0 Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Catering / Admin Supervisors
* Catering / Admin Management
* Facilities Service Manager/s
* Head of Facilities Management
* All staff using the catering facilities
* Catering Supervisors / Catering Assistants
 | * Contractors
* Suppliers
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| Is guided by standard operating procedures (SOPs), good practice, established precedents and understands what results or standards are to be achieved. Someone is generally available for reference and work may be checked on a sample/random basis.. |
| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| Providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Judgements involving facts or situations, some of which require analysis |
| **PLANNING/ORGANISATIONAL SKILLS** |
| Planning and organisation of straightforward tasks, activities or programmes, some of which may be ongoing |
| **PATIENT/CLIENT CARE**  |
| Provides general non-clinical advice, information, guidance or ancillary services directly to patients, clients, relatives or carers |
| **POLICY/SERVICE DEVELOPMENT**  |
| Follows policies in own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures or possible developments. |
| **FINANCIAL/PHYSICAL RESOURCES**  |
| ) Regularly handles or processes cash, cheques, patients’ valuables  |
| **HUMAN RESOURCES**  |
| Provides advice, or demonstrates own activities or workplace routines to new or less experienced employees in own work area |
| **INFORMATION RESOURCES**  |
| Responsible for data entry, text processing or storage of data compiled by others, utilising paper or computer-based data entry systems, or (b) occasional requirement to use computer software to develop or create statistical reports requiring formulae, query reports or detailed drawings /diagrams using desktop publishing (DTP) or computer aided design (CAD)..  |
| **RESEARCH AND DEVELOPMENT**  |
| Undertakes surveys or audits, as necessary to own work;may occasionally participate in R&D, clinical trials or equipment testing..  |
| **PHYSICAL SKILLS** |
| The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills, use of some tools and types of equipment. The post requires developed physical skills to fulfil duties where there is a specific requirement for speed or accuracy. This level of skill may be required for advanced or high-speed driving; advanced keyboard use; advanced sensory skills or manipulation of objects or people with narrow margins for error.  |
| **PHYSICAL EFFORT** |
| There is a frequent requirement for sitting or standing in a restricted position for a substantial proportion of the working time. |
| **MENTAL EFFORT** |
| there is an occasional requirement for prolonged concentration |
| **EMOTIONAL EFFORT** |
| Exposure to distressing or emotional circumstances is rare |
| **WORKING CONDITIONS** |
|  requirement to use Visual Display Unit equipment more or less continuously on most days. |
| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute to and work within a safe working environment You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infectionAs an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.You must also take responsibility for your workplace health and wellbeing:* When required, gain support from Occupational Health, Human Resources or other sources.
* Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
* Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you.
* Undertake a Display Screen Equipment assessment (DES) if appropriate to role.
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| **GENERAL**  |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.  |

PERSON SPECIFICATION

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| **Job Title** | Catering Admin Assistant |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING*** Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English
* NVQ Level 3 in Finance Admin or equivalent level of experience
* Experience of working with different computer software e.g. Excel, email, internet
 | EE | D |
| **KNOWLEDGE/SKILLS*** Good keyboard or computer skills.
* Ability to work under pressure.
* Good time management skills with the ability to prioritise work according to deadlines.
* Able to work as part of a team and under own initiative.
* Excellent verbal and written communication skills, using tact when required. High standard of accuracy
* Ability to establish and maintain effective working relationships.
* Working knowledge of hospital Retail/Catering administrative processes and practices

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| **EXPERIENCE** * Working with confidential material
* Working in a customer-focussed environment
* Experience of working with different computer software e.g. email, internet
* NHS admin experience
* Experience with NHS software systems
* Working in a multi-disciplinary team
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| **PERSONAL ATTRIBUTES** * Pleasant, tactful and understanding manner.
* Adaptable to change.
* Attention to detail and accuracy
* Interested in learning new skills
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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | F |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | Y | R |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y |  | O |  |  |
| Mental Effort  | Y |  |  | M |  |
| Emotional Effort  | Y |  | O |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | N |  |  |  |  |