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***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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

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| **JOB PURPOSE** | |
| * Working for the Catering department the post holder will be required to work in Retail Catering and the Patient Meal Service if required, The post holder will be required to provide a polite, courteous and helpful service to all customers, including patients and staff. * The main elements of the role are to ensure the delivery of food and beverage services to patients throughout the day. * The post holder is 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 infection. | |
| **KEY WORKING RELATIONSHIPS** |  |
| * Catering Supervisors * Catering Management * Facilities Service Manager/s * Head of Facilities Management * All staff using the catering facilities * Catering Supervisors / Catering Assistants | |
| **ORGANISATIONAL CHART** | |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| .   * To serve meals in conjunction with the Catering Team and ensuring correct portion control. * To prepare hot/cold beverages including appropriate trolley/equipment and ensure that all beverages are served at the correct temperature according to food hygiene regulations. * Where appropriate to regenerate meals as per the procedure. * Where required deliver and collect function trolleys to other areas of the hospital. * To wash equipment, utensils, cups and plates etc using an industrial dishwasher. * To maintain the catering areas to a high hygiene standard, ensuring it is clean and tidy at all times. To ensure good practice in relation to the stock rotation and the discarding of out of date food. * To monitor and record fridge temperatures daily in accordance with food safety regulations and report problems as appropriate. * To ensure refrigerated food is labelled and stored correctly as per procedure. * To use general catering equipment in accordance with their instructions. * To ensure that all areas are kept clean and tidy at all times * To use appropriate equipment/machinery/chemicals to clean all surfaces in accordance with instructions so as to ensure that a clean and hygienic environment is maintained. * To report faults on machinery damage, faults etc to the fabric of the building to the catering supervisors.. * To work on own initiative to complete tasks set out in the daily schedule * To prepare food counters & display units in readiness for service at any of the Trust’s catering outlets. * To bake and cook food products in readiness for service. * To plan and prepare food and beverage trolley’s for pre-booked functions * To prepare hot/cold beverages including appropriate trolley/equipment and ensure that all beverages are served at the correct temperature according to food hygiene regulation * Where appropriate to regenerate meals as per the procedure. * Operate the electronic tills and handle cash. * To receive goods and supplies and place correctly in appropriate storerooms. * To re-stack shelf supplies as required ensuring stock rotation principles are followed. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * To attend and participate in any team meetings * To maintain effective working relationships * To foster people’s equality, diversity and rights * Communication with colleagues, patients, staff and visitors who use the Trust’s catering facilities to provide and receive routine information in regard to menu changes and dietary information. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Monitor and record regenerated food temperatures prior to and during service in accordance with food safety regulations and take corrective action where necessary if food does not reach the required temperature. * To work as a productive member of the whole catering team with a flexible attitude to the work and be sensitive to other colleague’s requirements. * To use your initiative and ensure you maximise sales and highlight any issues. * Report any estates faults to your immediate Supervisor. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * To work on own initiative to complete tasks set out in the daily schedule * To prepare food counters & display units in readiness for service at any of the Trust’s catering outlets. * To bake and cook food products in readiness for service. * To plan and prepare food and beverage trolley’s for pre-booked functions * To prepare hot/cold beverages including appropriate trolley/equipment and ensure that all beverages are served at the correct temperature according to food hygiene regulation * Where appropriate to regenerate meals as per the procedure. * Operate the electronic tills and handle cash. * To receive goods and supplies and place correctly in appropriate storerooms. * To re-stack shelf supplies as required ensuring stock rotation principles are followed. |
| **PHYSICAL SKILLS** |
| * Role involves frequent physical tasks, moving trolleys, serving food and beverages and cleaning tasks, it also requires long periods of standing. |
| **PATIENT/CLIENT CARE** |
| * Post involves serving food and beverages, aware of allergen information on menu * To ensure that a whilst carrying out food service and other duties. * Serve meals/snacks/beverages to patient, staff and visitors. |
| **POLICY/SERVICE DEVELOPMENT** |
| * Adhere to all Trust and departmental policies and procedures relating to their role. * Comply with local procedures. * To wear appropriate dress & shoes to ensure adherence to Health & Safety requirements and to follow the requirements of the uniform policy. This includes the correct personal protective equipment when undertaking meal service and cleaning duties |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * To keep food wastage to a minimum, ensure resources are utilised as effectively as possible. |
| **HUMAN RESOURCES** |
| * To participate in performance review * To undertake any mandatory training or other training required to maintain competency in the role. |
| **INFORMATION RESOURCES** |
| * To maintain complete confidentiality with regard to patient issues. * To complete all required paperwork correctly and in a timely manner. This includes Food temperature records, daily cleaning checklists etc |
| **RESEARCH AND DEVELOPMENT** |
| * Undertake other surveys or audits as necessary relevant to role * To participate in satisfaction surveys as required |
| **FREEDOM TO ACT** |
| * Work within clearly defined occupational policies, work is managed, rather than supervised. * Works within HR policies and procedures; operates on own initiative, takes advice   from manager if required |
| **OTHER RESPONSIBILITIES** |
| * To take part in regular performance appraisal. * To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling. * To contribute to and work within a safe working environment . * The post holder is 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 infection. * As 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. * Contribute to and work within a safe working environment. * The post holder is 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 infection. |
| **THE TRUST- VISION AND VALUES** |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:  Honesty, Openness & Integrity  Fairness,  Inclusion & Collaboration  Respect & Dignity  We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients, staff and customers..  We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.  We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. |
| **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.  The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462. |

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| **POST**  P  E  R  S  O  N  S  P  E  C  I  F  I  C  A  T  I  O  N | Catering Assistant –Retail |
| **BAND** | 2 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATIONS / TRAINING**  Good Basic Education, GCSE A –D including Maths and English or equivalent  Food Hygiene certificate or equivalent  Manual Handling training / certificate or equivalent | **E** | **D**  **D** |
| **KNOWLEDGE / SKILLS**  Customer Service/ able to demonstrate experience  Ability to work on own/use initiative  Understand the concept of quality  Understand the importance of hygiene and safety | **E**  **E** | **D**  **D** |
| **EXPERIENCE**  Experience of working within in a food service environment  Experience of working within health and safety guidelines  Experience of working with members of public  Confident in using catering equipment  Experience of working within a customer facing role  Experience of working within a team | **E**  **E**  **E** | **D**  **D**  **D** |
| **PERSONAL ATTRIBUTES**  Good interpersonal skills and communicator  Ability to work within a busy environment where flexibility may be needed  Good customer service skills | **E**  **E**  **E**  **E** |  |
| **OTHER REQUIREMENTS:**  Commercially aware/customer focussed  Ability to work under pressure  Ability to work within large and small teams  Ability to follow departmental regulations and assimilate training | **E**  **E**  **E**  **E** |  |

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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 | y |  |  |  | 🗸 |
| 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) | N |  |  |  |  |
| Heavy manual handling (>10kg) | Y |  | 🗸 |  |  |
| Driving | N |  |  |  |  |
| Food handling | Y |  |  |  | 🗸 |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  | 🗸 |  |  |
| Mental Effort | Y | 🗸 |  |  |  |
| Emotional Effort | N |  |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | N |  |  |  |  |