

JOB DESCRIPTION

JOB DETAILS	
Job Title	Catering Assistant - Retail
Reports to	Catering Supervisors/ Team Leader
Band	2
Department/Directorate	Estates and Facilities Management

JOB PURPOSE
<ul style="list-style-type: none"> 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, staff and visitors 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 RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> Catering Supervisors Catering Management Facilities Service Manager/s Head of Facilities Management All staff using the catering facilities Catering Supervisors / Catering Assistants

KEY WORKING RELATIONSHIPS	
Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> Catering Supervisors Catering Management Facilities Service Manager/s Head of Facilities Management Colleagues and staff as customers 	<ul style="list-style-type: none"> Patients, families and visitors

ORGANISATIONAL CHART



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

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. 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.

PATIENT/CLIENT CARE

- To respect the privacy and dignity of patients whilst carrying out duties and to engage with them, their family and visitors in a friendly and professional manner.
- Provide information to patients while ordering food.

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

PHYSICAL SKILLS

- Role involves frequent physical tasks, moving trolleys, serving food and beverages and cleaning tasks, it also requires long periods of standing.

PHYSICAL EFFORT

- Occasional need for moderate manual handling such as when lifting kitchen equipment and foodstuffs up to 10kg.
- Requirement to stand for extended periods of time whilst serving food.

MENTAL EFFORT

- Concentration required whilst serving customers to ensure that allergen information is correct.

EMOTIONAL EFFORT

- The post holder may occasionally be required to manage difficult situations, which may arise due to customer complaints.

WORKING CONDITIONS

- The restaurant environment can be subject to different temperatures. It can be a hot, humid and noisy environment

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency, including mandatory Trust training, (i.e. Manual Handling) and childcare-specific training requirements (i.e. regular supervisions, safeguarding training and refresher updates, paediatric first-aid training, etc...).

Undertake regular CPD opportunities to enhance personal portfolio and ensure compliance with recommended best practice.

Assess and manage risks associated with the working environment, ensuring appropriate Trust policies and procedures are followed accordingly.

Contribute to and work within a safe working environment, including daily checks of toys and equipment.

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 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 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 (DSE) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring that during 1:1's / supervision with employees you always check how they are.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

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

Job Title	Catering Assistant - Retail
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL 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 E	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	
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	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	Y				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
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				
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				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	N				
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	Y				X
Night working	N				
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y		X		
Emotional Effort	N				
Working in isolation	N				
Challenging behaviour	N				