

JOB DESCRIPTION

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

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| **JOB PURPOSE** |
| To stock take, receive, store and deliver food and goods in accordance with departmental procedures and food hygiene regulations.  To support on a day to day basis the Catering in providing a service to our customers ensuring the provision of an efficient, hygienic and quality service, whilst meeting the needs of all our customers and patients.  **K** |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To receive goods and supplies and place correctly in appropriate storerooms, Probing and recording food temperature accurately * To receive all deliveries of food and any other supplies in accordance with the Food Safety Management System ensuring that all deliveries are checked against an order and are dealt with and stored in accordance with the current legislation. * To issue out supplies to various wards and other areas of the hospital in accordance with the Food Safety Management System ensuring that all orders are checked against the appropriate requisition and dealt with in accordance to procedure. * This job involves an expectation of accuracy and precision with all deliveries and associated paperwork * This job involves lifting, carrying and pushing maximum permitted loads as part of the receiving, storage and issuing process and working in a freezer environment from time to time. * To be fully conversant with all Food Hygiene, Health & Safety and COSHH legislation appertaining to safe storage and handling of all food and non-food produce ensuring that all regulations legal or otherwise are adhered to at all times. * To accommodate all customer enquiries whilst conveying a courteous and efficient demeanour. * To ensure that regular stock takes are carried out under the direction of the Catering Management * The post holder will be expected to attend all mandatory training sessions, e.g. manual handling and fire instruction and Basic Food Hygiene updates. * To ensure cleaning schedules are adhered to on a daily basis and maintained to show compliance with legislation. * This is a list of the key tasks within the job-holder's role, it is not an exhaustive list of duties and any other duties deemed appropriate to the grade will be discussed by yourself and your Line Manager and carried out as required. |
| **KEY WORKING RELATIONSHIPS** |
| Areas  of  Responsibility: Retail and PMS Kitchen & Stores  No. of Staff reporting to this role: 0    The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis (Delete/amend as necessary)  In addition the post holder will deal with the wider healthcare community, external organisations and the public. (Delete/amend as necessary)  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Catering Supervisors * Catering Management * Facilities Service Manager/s * Head of Facilities Management * All staff using the catering facilities * Catering Supervisors / Catering Assistants | * Delivery Drivers | |

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| **ORGANISATIONAL CHART** |
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| **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 team meetings. * To maintain effective working relationships * To foster people’s equality, diversity and rights * To accommodate all customer enquiries whilst conveying a courteous and efficient demeanour. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Monitor and record regenerated food temperatures prior to acceptance in line with food safety regulations and take corrective action where necessary if food does not reach the required temperature. * To comply with all relevant Food Hygiene, Health and Safety and all other legislation |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * To work on own initiative to complete tasks set out in the daily schedule |
| **PATIENT/CLIENT CARE** |
| * Post involves infrequent patient contact. * To respect the privacy and dignity of patients whilst carrying out food service and other duties. * To refer complaints to the supervisor |
| **POLICY/SERVICE DEVELOPMENT** |
| * Adhere to all Trust and departmental policies and procedures relating to their role.   Comply with local procedures |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * To keep food wastage to a minimum, ensure resources are utilised as effectively as possible and patient movements are relayed back to the supervisory team. |
| **HUMAN RESOURCES** |
| * To participate in performance review (with Catering Services Supervisor).   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 Record Chart, 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** |
| * This job involves lifting, carrying and pushing maximum permitted loads as part of the receiving, storage and issuing process and working in a freezer environment from time to time. |
| **PHYSICAL EFFORT** |
| * There is a frequent requirement to exert moderate physical effort for several short periods during a shift. |
| **MENTAL EFFORT** |
| * There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention |
| **EMOTIONAL EFFORT** |
| * Occasional exposure to distressing or emotional circumstances |
| **WORKING CONDITIONS** |
| * Working in cold and very cold environments * Working in warm and humid environments |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  Contribute 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 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.  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. |
| **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.  Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.  T*his is* |

PERSON SPECIFICATION

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| **Job Title** | **Catering Stores Assistant** |

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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 | 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 |  |
| **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 |  |

Complete the table below as appropriate

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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) | 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 | Y | 🗸 |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | N |  |  |  |  |