

JOB DESCRIPTION

Job title:	Catering Assistant
Department:	Catering
Hospice band:	Band I
Reports to:	Catering Manager
Responsible for:	Ad hoc supervision of volunteers
DBS required	Enhanced

Job purpose

To assist the Chef(s) within the catering service with preparation and serving meals for patients, visitors, staff and volunteers. Providing flexible support to ensure the highest standards of food safety, hygiene and quality are always maintained. To ensure cleanliness of food and beverage service areas and equipment.

Main duties and responsibilities

Catering Service

- Undertake basic food preparation to assist the Chef(s)
- Prepare and serve meals and snacks for Hospice service users taking into account any special dietary requirements and cultural, ethnic and religious considerations.
- Clear away and wash up after food preparation, mealtimes or meetings/events etc.
- Cleaning and restocking water coolers, vending machines and other snack and beverage services.
- Be responsible for handling and following procedures to process income from the Dining Room, including use of till, till reconciliation and cash handling.
- Undertake duties required by the catering department to support on-site events.
- Receive deliveries and put goods into correct storage ensuring quality and good safety checks are completed.
- Maintain high standards by compliance with internal policies and procedures including infection control and food safety legislation.
- Ensure kitchen, service, dining areas and storerooms are kept hygienically clean and tidy.
- Ensure the dining room is clean, tidy and ready for food service.
- Use all equipment safely and report any broken or faulty equipment to the appropriate person.
- Assist with supervising volunteers in the department.
- To be available at short notice and display flexibility to provide cover during absence within the team.
- Assist in the Hive Café when required.



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Positivity



Openness



Respect



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Health and Safety

- Ensure safe systems of work are followed and always maintained.
- Attend statutory and mandatory training sessions as required.

General duties

Confidentiality

- All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.
- All employees are bound by the requirements of the General Data Protection Regulations when, in the course of their employment, they deal with information records relating to individuals.

Equality and Diversity

- The hospice is committed to promoting an environment that values diversity. All staff are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, and sexual orientation. The hospice expects all staff to behave in a way that recognises and respects diversity in line with the appropriate standards.

Health and safety

- All employees have a responsibility under the terms of the Health and Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace.
- All employees must comply with all hospice health and safety procedures infection control.
- The prevention and control of infection is the responsibility of everyone who is employed by the hospice. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

Information governance

- All employees are responsible for ensuring they undertake any training relating to information governance, read the hospice's policies, procedures and guidance documents relating to information governance, and understanding how this affects them in their role.

Professional development



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- All employees must participate in an annual appraisal and develop a personal development plan with their line manager.
- All employees are responsible for maintaining their statutory and mandatory training.

Safeguarding children, young people and vulnerable adults

- The hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are expected to behave in such a way that supports this commitment pandemic or major incident.
- In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the hospice. Prior to undertaking any duties, the member of staff will have full training and induction. We won't ask any member of staff to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

The job description is not exhaustive and may be amended following appropriate consultation in the light of business needs.



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PERSON SPECIFICATION

Job title:	Catering Assistant
Department:	Catering
Hospice band:	Band I

Requirements	Essential	Desirable	How identified
Education and qualifications	<ul style="list-style-type: none"> • Good standard of education • CIEH Level 2 in Food Hygiene (attained within the last 3 years, or willingness to undertake) 	<ul style="list-style-type: none"> • NVQ Level 2 in Food Preparation 	A, C A, C, I
Knowledge and experience	<ul style="list-style-type: none"> • Catering experience in a professional kitchen • Customer service skills • Experience of maintaining records e.g. completing schedules of work • Aware of the importance of personal and professional hygiene • Awareness of food safety legislation in line with the storage of food • Awareness of special dietary requirements (including cultural, ethnic and religious considerations) 	<ul style="list-style-type: none"> • Relevant catering experience in a healthcare environment • Experience in till operation and cash handling • Allergen awareness 	A, I A, I A, I, T I A, I I
Personal skills and attributes	<ul style="list-style-type: none"> • Excellent people skills 		I

	<ul style="list-style-type: none"> • Excellent communication skills both written and verbal. • Excellent time management skills • Flexible, dependable and enthusiastic • Physically able to undertake lifting and handling activities. • Able to use own initiative. • Commitment to Hospice values 		<p>I, T</p> <p>I, T</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>
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A= Application form

I=Interview

T=Test

C=Certificate



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