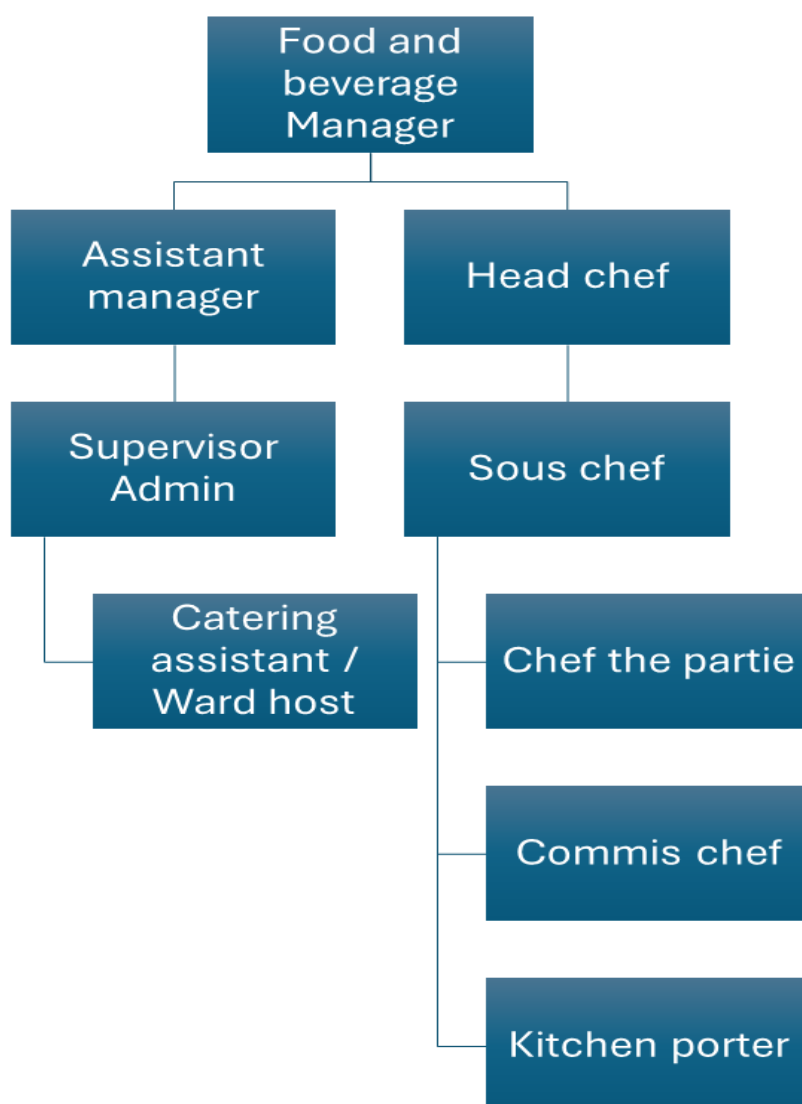


JOB DESCRIPTION

Position Title	Catering assistant	Department	Catering
Generic Job Title	Food Service Assistant	Segment	Healthcare
Team Band	Frontline Staff	Location	Nuffield Parkside Hospital & CCL
Reports to	Assistant manager		

ORGANISATION STRUCTURE



Job Purpose

- To assist the organization in providing patients, staff & visitors with high quality person centred and safe catering service by assisting with the preparation of food stuffs and contributing to the operation and cleanliness of kitchens, dining rooms and associated equipment whilst supporting the production, portioning, distribution and services of meals and snacks
- To ensure that all foods are produced in a safe & hygienic manner at all times.
- To assemble patient meal trays ready for transportation to patients & visitors bedsides.
- To work in conjunction with the Ward team to develop and provide a high quality helpful, courteous service to patients, to include the service and presentation of breakfast, lunch, supper and day case refreshments.
- The post holder will provide a high standard of service in accordance with the contract specification as directed by your line manager

Accountabilities or “what you have to do”

- Maintain a high standard of personal hygiene in accordance with company policy and food safety act at all times
- To take all patient and visitors refreshment orders accurately ensuring any allergies or dietary requirements are clearly communicated to the main kitchen and recorded in the ward kitchen.
- To assemble all patient meals accurately onto a tray for presentation to patients and visitors.
- Transport food to patient's rooms ensuring patients are comfortable and have all the assistance required to enable them to consume the refreshments with ease.
- To ensure that all patient and visitor refreshments are delivered in a timely manner, reporting any delays.
- To ensure the hygienic cleaning of all crockery, cutlery, trays and equipment used to ensure complete infection control.
- Ensure that stock control, rotation and records are maintained at all times
- To ensure all legal, company and client documentation is complete within the required time scale.
- Complete all audit and quality standards documentation required
- To provide general assistance throughout the catering department as required
- Monitor all food wastage levels returning from patient rooms.
- Maintain ward kitchen is clean, tidy and hygienic, reporting any issues to the Line Manager
- Report all equipment malfunctions to Line Manager.
- Recognises issues which may interfere with customer satisfaction, taking the appropriate action to resolve the problem or escalate as necessary
- Presents a positive and professional image of the organisation
- Communicates calmly, politely and tactfully with customers at all times
- Is friendly and approachable when communicating
- Follows all policies and procedures which apply to the role, including Infection Prevention and Control
- Demonstrates an organised and effective, approach to all tasks
- Uses resources (e.g. stock, equipment, time) with minimum wastage
- Carries out duties safely, with as little disruption to others as possible

- Makes full and proper use of any protective or safety equipment provided
- To probe, record and complete all temperatures / paperwork correctly daily and sign
- To complete the cleaning schedule daily and sign
- To communicate professionally with chef on duty for food requirement to reduce possible waiting times and wastage
- To adhere to all legislation, the client and company policy in the provision of patient meal service
- To clear down and clean all work areas before end of shift
- Ensure that all dietary requirements are reported to the chef and all requirements are followed
- To maintain and fill if required coffee machines
- To ensure the patient always has fresh drinking water available unless otherwise informed
- Conduct meal services by attractively presenting meals adhering to any specific requested portion sizes
- Ensuring accurate portion control whilst maintaining attractive presentation of food at the point of service
- Ensuring prompt removal of packaging and waste food to designated areas
- Be fully conversant with the correct operation and cleaning procedures of all equipment you may be required to use
- Ensure all spillages are immediately mopped up and warning signs are displayed
- Observe all statutory Health & Safety and Food Hygiene regulations. Post holders are responsible for reporting any hazards that are encountered in the workplace. Post are also responsible for reporting to your line manager any equipment which is in need of repair
- Assist with basic food preparation and cooking
- Take receipt and deliver and goods to ward areas
- Provide and maintain a high standard of customer care at all times whilst on duty
- Removal, cleaning and replacement of trays returned to the cleaning area by customers
- Responsible for the operation and cleaning of the dishwasher as instructed by your line manager. This will include the waste disposal machine if applicable
- Being continually engaged in a 'clean as you go policy' to avoid build-up of dirt and grease
- Sweeping and mopping your work area after each and every service, ensuring that warning signs are placed in view, as per Health and Safety Regulations
- Follow the prescribed methods and procedures as instructed by your line manager in respect of security of company property and safe handling of company keys
- You must always be aware of relevant deadlines within the unit and ensure all possible steps are taken to meet these deadlines
- Adhere to the company policy for cash handling as directed by your line manager
- At times you may be required to go to work in other catering areas to assist with the cover of sickness or annual leave
- Whilst working in production units' staff will be required to ensure that all food is produced as per the build cards. This may include the placing of food trays and the placing of those into/onto heating appliances
- Instruct relief staff in procedures when they are covering duties
- To assist the Trust in reducing healthcare associated infections the post holder should be familiar with the Trust Hand decontamination Policy, attend mandatory inductions training and be compliant with all hand hygiene standard at all times
- At times post holders may be required to carry out responsible additional duties connected to their employment, as directed by their line manager
- This is not a comprehensive list of duties as a catering assistant but is a broad overlay of your expected duties and responsibilities

Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”

- Safeguard Audit Green
- E.H.O. audit 5 Stars
- Patient Satisfaction Survey returns above 92%
- All internal/client audits achieve pass rating
- All necessary documentation completed and filed within H&H guidelines & requirements
- Reduction in waste
- Work area will be organised and functioning within all H&H regulations
- All patients, visitors and staff will be fed to the standard required by both Sodexo & Nuffield
- No patient, visitor or member of staff will be waiting for food or beverage service

Skills, Knowledge and Experience

Essential

- Previous experience in similar role
- Excellent craft and presentation skills
- Good communication and literacy skills
- Good customer focus with attention to detail
- Level 2 Food Hygiene Certificate

Desirable

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Contextual or other information

Training

- The postholder will participate in the required company and Trust training

Conduct

- Staff must conduct themselves in a professional manner at all times and be aware of patients' dignity and privacy when it comes to their personal information. All catering staff will be mindful to give assistance and wherever possible to help with any queries raised by patients or visitors. To serve patients and visitors politely and efficiently, Staff must communicate calmly, politely and tactfully with customers at all times. Postholder must present a positive and professional image of the organisation

Quality

- Sodexo is committed to providing patient customer care of the highest quality and promotes this through the customer care training of their staff

Confidentiality

- During the course of his/her duties the post holder may have access to private and confidential information which must not be divulged to any unauthorised person or relative at any time.

Health and safety

- Staff must take care of their own safety and others who may be affected by their actions or omissions. Health and safety in the workplace are two-way; managers must make sure their employees work in

a safe environment and employees have an obligation to report any Health and safety concerns to management. The workforce must ensure that all equipment or personal protective equipment is used in the appropriate manner

- Take care of your own safety and safety of others who may be affected by your actions or omissions
- Adhere to Sodexo and department of health and safety policies and use any equipment or personal protective equipment provided to ensure safety
- Co-operate with management and supervisory team to maintain safe systems and safe workplaces
- Report any near misses and accidents / incidents or ill health, failings in premises equipment or personal protective equipment
- Do not interfere with any equipment provided to ensure Health and Safety or carry out tasks or repairs beyond your competence

Communication and relationship

- The post holder will be in contact with colleagues, service users and the duty supervisor on a regular basis
- Catering staff will be expected to coach new staff on performing tasks further to the initial training carried out by the supervisor / line manager
- To respect and support people's equality and diversity

Governance

- The post holder will operate at all times to high standards of probity. This will include:
 - Complying with Health & Safety Regulations and COSHH
 - Complying fully with all policies and procedures in line with Trust policies and procedures
 - Complying with all current Hygiene Regulations
 - Complying with the General Data Protection Regulation (GDPR)

There may be a need for adjustments to the duties and responsibilities of the post as a result of changes to the delivery of patient services and as circumstances dictate

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