

Job Description: Casual Ward Host/Hostess



Function:	Healthcare
Job:	Casual Ward Host/Hostess
Position:	Food Service Assistant
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Belinda Smith
Additional reporting line to:	
Position location:	Nuffield Hospital Leicester

1. Purpose of the Job – State concisely the aim of the job.

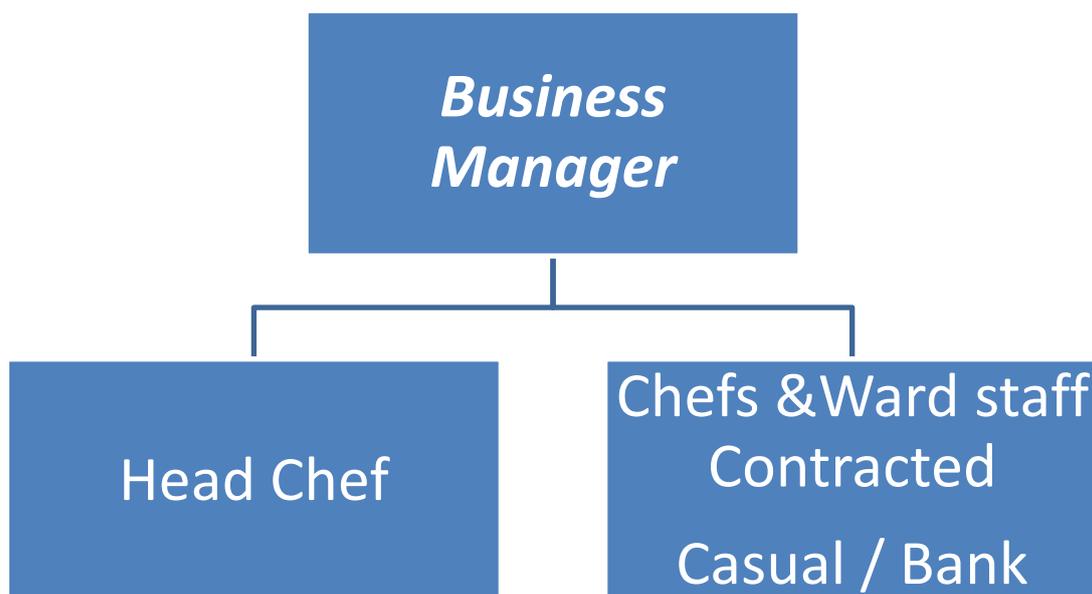
o Deliver a high-quality service to patients and staff 365 days a year. To ensure food is delivered in a clean safe environment ensuring all areas of Sodexo, EHO and Nuffield policies are adhered to.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY16:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Number of staff	8
		EBIT margin:	tbc			Services	Catering
		Net income growth:	tbc				
		Cash conversion:	tbc				

Characteristics

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

To deliver a high-quality service to patients and staff 365 days a year. To ensure food is delivered in a clean safe environment ensuring all areas of safeguard, EHO and Nuffield policies are adhered to.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Follow all company health and safety and food safety training given to you.
- To ensure a prompt delivery of all services in line with the companies and clients standards
- Attend work in line with company's person hygiene policy, with a clean intact uniform.
- Comply any reasonable requested by your line manager(s) within the required time frame
- Assist with the production of all meals necessary for the provision of patient food service
- To assemble all patient meals accurately onto a tray for presentation to the patient
- Ensure that stock control and rotation procedures are maintained
- Complete all audit and quality standards documentation as required
- To provide general assistance throughout the catering department as required
- To adhere to all legislation, the clients' and Company policy in the provision of patient meal service.
- Wash up crockery and cutlery used in the provision of meal services within the kitchen and using the automated dishwashing equipment
- Transport food service trolleys for patient meal service
- Temperature check foods and record prior to service to patients
- Ensure that any patient requiring a special diet is provided for
- Conduct meal service by attractively presenting meals adhering to any specific requested portion sizes
- Monitor and report wastage levels of patient's meals
- Maintain ward kitchens in a clean and hygienic manner, reporting any equipment faults as necessary.
- Ensure that ward issues are maintained to the agreed level
- Ensure that stock control and rotation procedures are maintained
- Complete all audit and quality standards documentation as required
- To adhere to all legislation, the client's and Company policy in the provision of patient meal service.
- To adhere to any reasonable request by a manager
-

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- To achieve a PSS rating above the agreed 93%
- Pass the Food Alert Nuffield Audit (pass rate 86%)
- Acquire a 5-star EHO audit
- Acquire a green safeguard result
- Complete tasks in a timely manor
- Have a great attendance and time keeping record

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Punctual and good attendance
- Ability to work well within a team
- Williness to learn
- Good listener
- Ability to follow written or verbal task quickly and efficiently
- Allergen Awareness trained
- Food safety level 2 or equivalent

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	
▪ Commercial Awareness	
▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval

Version		Date	19/02/2026
Document Owner	Julie Evans		