

JOB DESCRIPTION

Position Title	Catering Assistant	Department	Catering
Generic Job Title	Catering Assistant	Segment	Healthcare
Reports to	Supervisor (retail)	Location	Birmingham Children's Hospital & supporting units
Additional reporting to	Supervisor / Manager		

ORGANISATION STRUCTURE



Job Purpose

To assist the organisation in providing patients, staff and 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. The post holder will provide a high standard of service in accordance with the contract specification as directed by your line manager. The post holder will also be expected to contribute towards a positive working environment.

Main Tasks

- Arrive in time for duty and in non-uniform clothes, changing into clean Sodexo uniform and clocking on. Post holders are required to wear their identity badge with a current photograph on at all times.
- While on duty staff are to wear only Sodexo uniform and maintain your uniform in a clean, ironed and tidy state at all times, you must always have a clean, spare tabard/ apron at work with you in case of spillages.
- Maintain a high standard of personal hygiene in accordance with company policy and the Food Safety Act at all times

- Ensuring accurate portion control whilst maintaining attractive presentation of food at the point of service.
- Ensuring the 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 and Safety and Food Hygiene regulations. Post holders are responsible for reporting any hazards that are encountered in the workplace. Post holders are also responsible for reporting to your supervisor any equipment which is in need of repair.
- Assist Chefs with basic food preparation and cooking
- Ensure deliveries are put away promptly and store goods correctly and use stock on a rotational basis.
- Work together with department in Performance and Development reviews
- Provide and maintain a high standard of customer care at all times whilst on duty.
- Ensure that the dining room is clean and free from debris at all times and that the tables and chairs are clean and clear.
- The post holder may be required to use the kitchen equipment and machinery as required, including knives, deep fat fryer, food service trolley, food mixer and ovens.
- 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 supervisor. This will include the waste disposal machine.
- Being continually engaged in a 'clean as you go policy' to avoid a 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 supervisor.
- Participate in relevant training that is organised by Sodexo.
- At times you may be required to go and work in other catering areas to assist with the cover of annual leave and sickness.
- 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 on 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 standards at all times.
- Take care of their own safety and others who may be affected by their actions or omissions.
- Adhere to Sodexo and department of health and safety policies and use any equipment of personal protective equipment provided to ensure safety.
- Co-operate with service managers to maintain safe systems and safe workplaces.
- Report any accidents/incidents or ill health, failings in premises equipment or personal protective equipment.

- Post holders should not interfere with any equipment provided to ensure Health and Safety.
- Post holders should not attempt to carry out tasks or repairs beyond their competence.
- At times post holders may be required to carry out reasonable additional duties connected to their employment, as directed by their supervisor or line manager.
- Post holders will be expected to support the delivery of patient dining & retail when required
- This is not a comprehensive list of your duties as a Catering Assistant but is a broad overlay of your expected duties and responsibilities.

Training, knowledge and experience

- Report any mechanical defects, pest sightings or building/environment faults to a supervisor.
- Collect and return keys after securing doors, windows and exits.
- Maintain appropriate levels of chemicals and equipment in area of work.
- Regularly check machinery and equipment, changing filters when necessary and reporting faults as required.
- The ability to work as part of a team or on own initiative
- Complete regular curriculum training with Supervisor
- Ability to respond constructively to unpredictable situations
- Food Hygiene Level 1 Qualified
- Completion of paperwork relevant to post, such as staff surveys and holiday request forms.

Decisions and Judgements:

- The post holder is expected to follow closely all guidance procedures and policies of the department
- The post holder may be required to support other areas within the catering department as directed by the duty supervisor
- Workload will be determined by daily requirements, and post-holder may be required to use initiative in order to prioritise tasks and responsibilities

Most challenging / difficult parts of the job:

- The post holder is expected to meet service and customer needs to a consistently high standard
- Able to balance conflicting and changing priorities within the given time
- Dealing with expectations of patients, staff and visitors
- Occasionally working in an area with aggressive or confrontational visitors or patients

Communication and Relationships:

- 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/ 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 Data Protection Act. (Patient confidentiality)
- Complying fully with all Food Safety legislation

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.

Manager:
Signed:
Date:

Employee:
Signed:
Date: