

Job Description:

Retail Catering Assistant

Function:	Healthcare
Position:	Retail Catering Assistant
Job holder:	Retail Catering Assistant
Date (in job since):	
Immediate manager (N+1 Job title and name):	Food Services Manager
Additional reporting line to:	Retail Team Leader or Patient Dining Team Leader
Position location:	Colchester General Hospital, Turner Road, Colchester CO5 5JL

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

To courteously serve & be the ambassador for the new digital Kitchen Works Restaurant for Trust/Sodexo colleagues, visitors & Patients to support delivery of a hygienic, pleasant, charming environment.

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

Specific duties will include but may not be limited to all the following

- Building meal to customer order spec, ensuring adherence to portion control instructions
- Following cooking guidelines and build cards.
- Working with Digital screens
- Working as a team and cross skilling in all areas of the retail kitchen to ensure service is delivered daily.
- Temperature monitoring and recording
- Restocking all products using stock rotation methods ready for the next day service
- To ensure accurate recording of stock when required (*stock taking / ordering*).
- Responsibility to ensure safe, timely and well-presented hospitality functions
- Operation of cash register and security of monies within the retail outlet at the start and end of the day
- Clearing tables and ensuring a hygienic eating area
- Operation of the dishwasher, microwaves, hot holds, fryers & ovens/pizza ovens
- Carry out all routine cleaning duties in compliance with the cleaning schedules.
- Use and care of approved cleaning material and equipment always in accordance with the operator instructions.
- Ensure that all equipment and materials are used and stored safely in compliance with COSHH regulations.
- Maintenance of high standards of cleaning throughout the area of allocation following correct procedures.
- To attend and participate in team meetings when required.
- The employees will participate in the required company and trust training programme. This can be face to face and online.
- The post holder maybe required to utilise IT systems (Everyday kiosks & App, Everyday Backoffice, Smart fridge set up & restocking & Salus) as part of their role. All necessary training will be provided.
- To assist new starters inductions on the “buddy” programmed.
- Work towards a Zero Harm Mindset every shift. To reduce the risk and make our work environment safe for everyone.

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

- Kitchen Pressures during peak trading times
- Customer feedback about their meal
- Complying to food safety and health & safety regulations

4. 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.

Conduct

- To be correctly always dressed in the correct uniform. This specifically includes the wearing of Sodexo name badges and Trust Identity Cards and to ensure that both are always clearly visible.
- Staff must always conduct themselves in a professional manner and be aware of patient's dignity and privacy when it comes to their personal information.
- All staff will be mindful to give assistance and wherever possible to help with any queries raised by patients, visitors and staff.

Quality

- Sodexo is committed to providing patient customer care of the highest quality and promotes this through the customer care training of their staff.
- Complete all audit and quality standards documentation as required.

Confidentiality

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

Policies and Procedures

- Ensure safe practice to minimise the risks of infection to patients and staff in accordance with national and Trust policy, in particular to be aware of their responsibilities as listed in the Infection Control Operational Policy.
- The post holder is required to familiarise and comply with all relevant Sodexo and Trust policies and procedures.

Health and Safety

- Ensure correct use of PPE following company, local & national standards, guidelines and policy's to prevent exposure to injury, infectious diseases and cross contamination.
- Staff must take care of their own safety and others who may be affected by their actions or omissions.
- Employees have an obligation to report any Health and Safety concerns to management.
- Employees must report any accidents or near misses to the appropriate manager and must also complete the appropriate Incident/accident report forms.
- Employees must ensure that all equipment or personal protective equipment provided is used in the appropriate manner.

5. 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.

- Delivery year on year sales growth £xx & %xx
- Support with customer feedback and improve NET Promoter scores
- Working in a small team of 10 across a 7-day 365 day operations

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

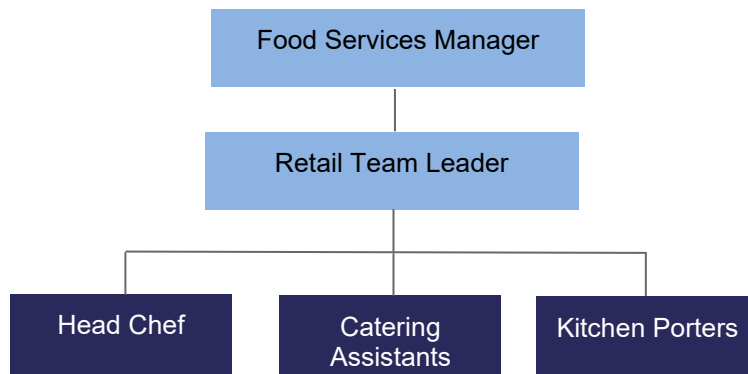
Essential

- Catering background
- Previous experience in a catering background as a chef, cook or kitchen assistants
- Ability to communicate at all levels
- Ability to always comply with service requirements in line with client policies.
- Awareness of Health and Safety/ food safety legislation
- Undertake training as and when required.
- High standards of personal hygiene

Desirable

- Level 2 Food Hygiene Certificate.
- Level 2 Catering
- NVQ Level 2 Customer Service

7. Organization chart – Indicate schematically the position of the job within the organization. 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.



Received:

Date:

Date:

Job holder

Immediate Manager