ON-SITE SERVICES

sodexo
QUALITY OF LIFE SERVICES

# JOB DESCRIPTION

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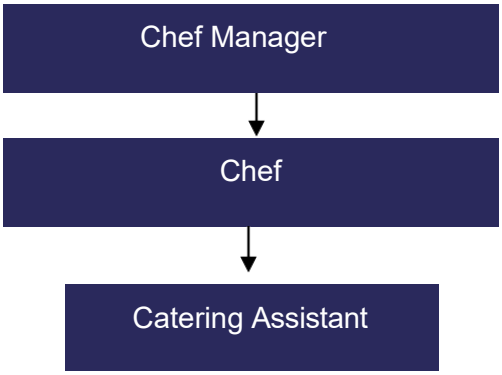
| Position Title | Ward Catering Assistant | Department | Patient and Staff Dining |
| Generic Job Title | Ward Catering Assistant | Segment | Healthcare |
| Team Band | Unbanded Frontline | Location | Nuffield Hospital |
| Reports to | Chef Manager | Office / Unit name | Nuffield |

## ORGANISATIONAL STRUCTURE




### Role Summary

You will act as a key member of the front and back of house catering team to assist the organisation in providing patients, staff and visitors with high quality person centered and safe catering service. You will assist with the preparation of food and contributing to the operation and cleanliness of kitchens and associated equipment whilst supporting the production, portioning, distribution and services of meals and snacks. You will provide a high standard of service in accordance with the contract specification as directed the line manager and ensure that all foods are produced and served in a safe and hygienic manner at all times.

### Main Assignments of Role

- Ensuring food deliveries are picked and packed correctly in accordance with agreed practices.
- Decanting and preparation of food in accordance with portion control guidelines.

- The post holder may be required to use the kitchen equipment and machinery as required, including freezers, knives, food service trolley, and ovens.
- Ensure stock control and rotation procedures are maintained. Checking expiry dates on food and disposing of any food exceeding use by date. Store goods correctly and use stock on a rotational basis.
- Working in temperature-controlled environments (i.e. fridges, freezers) up to -18 degrees Celsius.
- Continually engage in a 'clean as you go' practice to avoid a build-up of dirt and grease.
- Maintain kitchen and working area cleanliness and hygiene.
- Ensure a prompt removal of packaging and food waste to designated areas.
- Be fully conversant with the correct operation and cleaning procedures of all equipment you may be required to use.
- Provide and maintain a high standard of customer care at all times whilst on duty.
- Assist chefs with basic food preparation and cooking where required.
- Follow all cleaning schedules as required.
- Refer to COSHH data sheets where appropriate.
- Counter service and operating a till in the staff restaurant during service times

## Additional General Responsibilities

- Arrive in time for duty, adhering to Sodexo uniform requirements and clocking in prior to commencing your shift.
- While on duty staff are to wear only Sodexo uniform and maintain your uniform in a clean 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.
- Provide guidance and advice to new team members or relief staff where necessary.
- Completion of paperwork relevant to post, such as staff surveys and holiday request forms.
- Workload will be determined by daily requirements, and post-holder may be required to use initiative in order to prioritise tasks and responsibilities.
- You must always be aware of relevant deadlines within the unit and ensure all possible steps are taken to meet these deadlines.
- At times you may be required to go and work in other catering areas to assist with the cover of annual leave and sickness.
- 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.
- This is not an exhaustive list of your duties as a Catering Assistant but is a broad overlay of your expected duties and responsibilities.

## Key Skills, Knowledge, Training & Experience

- Good communication skills to enable communication with colleagues, patients and clients regarding on job duties and provision of catering services.
- Ability to work as part of a team.
- Good level of customer care.
- Basic Food Hygiene Level 2 (desirable).
- Experience of working in a catering environment (desirable).
- Good understanding of health and safety and manual handling practices.

- Ability to respond constructively and professionally to unpredicable situations.
- Attend mandatory induction and health and safety related training and all other required training.

**Physical Effort / Working Conditions**

- Manipulation and handling of equipment for moving / transporting food or stock.
- Working in areas of variations in temperature, high level of activity and noise, potentially hazardous underfoot conditions (i.e. slippage).
- High level of continuous physical activity, i.e. walking, pushing trolleys, moving stock, cleaning.

**Emotional Effort**

- Be able to work under pressure in a busy environment.
- Able to balance conflicting and changing priorities within a given time.
- Dealing with expectations of patients, staff or visitors.

**Health and Safety**

- 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 re-pair.
- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- Observe and apply all Sodexo Health and Safety protocols, i.e. use of personal protective equipment (PPE), carrying out the Three Checks for Safety prior to engaging in work tasks.
- To co-operate with Nuffield in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.
- Report defects and faults in accordance with company procedures.
- Report any accidents, near misses, incidents, failings in equipment or personal protective equipment.
- Post holders should not attempt to carry out tasks or repairs beyond their competence.

**Infection Control**

Infection Control is everyone's responsibility. All staff, both clinical and non clinical, are required to adhere to Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of Healthcare Associated Infections including MRSA.

**Personal/Professional Development**

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence.

**Standards of Behaviour**

- Nuffield and Sodexo Values and Behaviours / Code of Conduct must be adhered to at all times.

**Confidentiality**

- Where applicable, to ensure that patient/visitor/staff confidentiality is maintained at all times.

**Equality and Diversity**

- To promote equality and diversity in your working life ensuring that all the staff and patients who you work with feel valued and treated in a fair and equitable manner.

**Equal Opportunities**

- Sodexo encourage Equal Opportunities and operates an Equal Opportunities Policy. All individuals regardless of race, ethnicity and nationality, gender or disability are encouraged to apply for all posts.