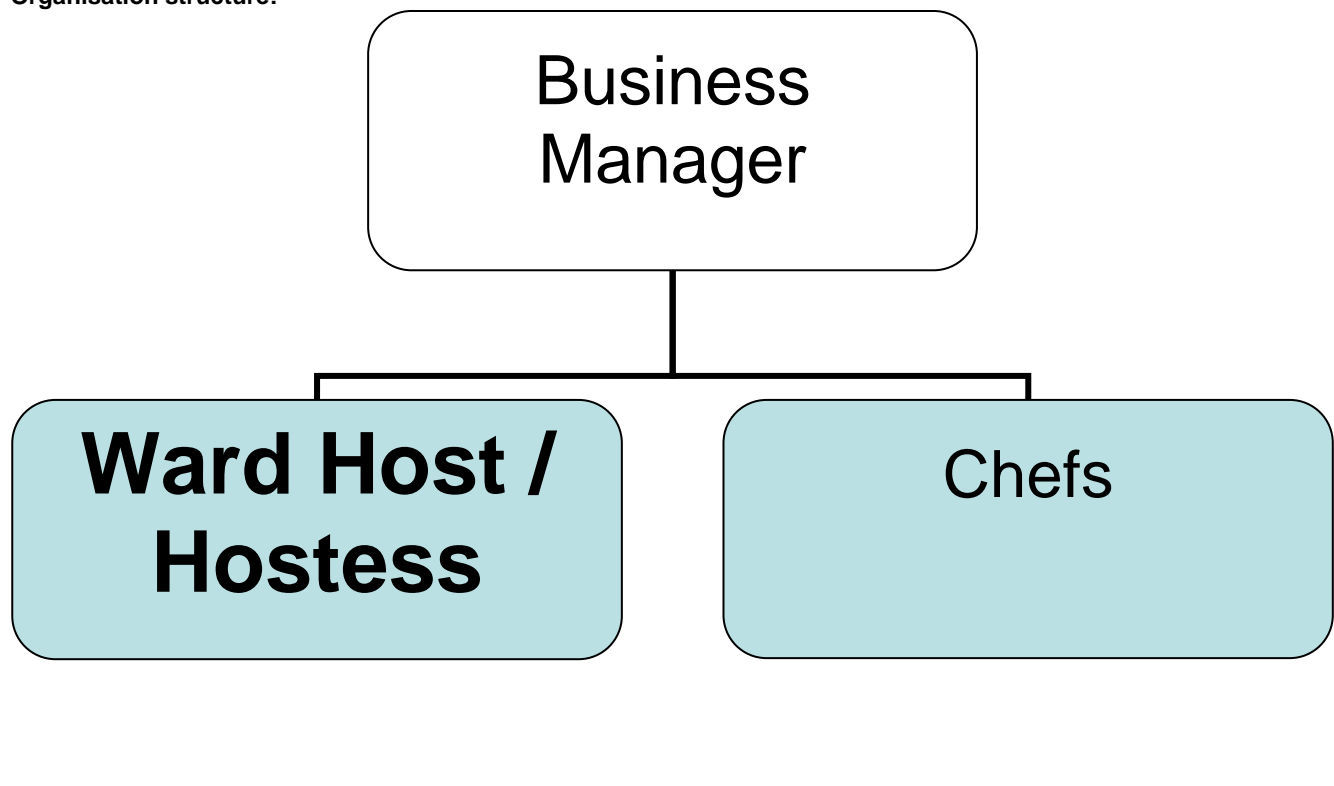


<b>Position Title</b>	Ward Host/Hostess
<b>Generic Job Title</b>	Ward Assistant
<b>Team Band</b>	N/A
<b>Reports to</b>	Business Manager

<b>Department</b>	Catering
<b>Segment</b>	Healthcare
<b>Location</b>	Southampton
<b>Office / Unit name</b>	Nuffield Wessex Hospital

**Organisation structure:**



**Job Purpose**

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 adread too.

**Accountabilities** or "What you have to do"

- 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) in a 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 Trusts' and Company policy in the provision of patient meal service.
- To adhere to any reasonable request by a manager

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

- To achieve a PSS rating above the agreed 93%
- Pass the STS 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
- Complete all aspects of work given via the apprentice training company

### **Knowledge, skills and experience**

#### ***Essential***

- Punctual and good attendance
- Wiliness to learn
- Good listener
- Ability to follow written or verbal task quickly and efficiently
- Food safety level 2 or equvilant

#### ***Desirable***

### **Contextual or other information**

Version		Date	8/7/2025
Document owner	Richard Medland Business Manager		

Signed .....

Print .....

Date .....