

Job Description: Catering Assistant



Function:	Patient Dining
Job:	.
Position:	Catering Assistant
Job holder:	Catering Assistant
Date (in job since):	.
Immediate manager (N+1 Job title and name):	John Tompkins – Facilities Team Leader
Additional reporting line to:	Samantha Girling
Position location:	Fryatt / Harwich Community Hospital

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

The Catering Assistant is responsible to ensure food and beverages are prepared and delivered to the highest standards and to work within the guidelines of HACCP and COSHH.

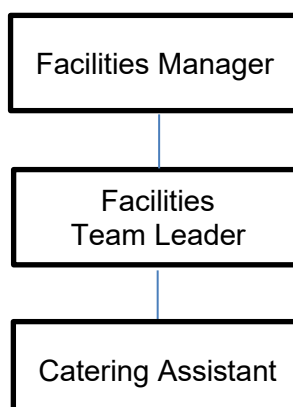
- To ensure the standards of cleanliness meets the national specification of cleaning set out in the 2021 guidelines.
- Maintain a clean, safe and pleasant environment to support day to day operations for patients, Sodexo staff, visitors and contractors to site.
- To be aware and adhere to Sodexo policies and procedures and reduce infection control.

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 FY13: €tbc	EBIT growth:	tbc	Growth type: n/a	Outsourcing rate:	n/a	Region Workforce	tbc
	EBIT margin:	tbc					
	Net income growth:	tbc		Outsourcing growth rate:	n/a	HR in Region	tbc
	Cash conversion:	tbc					

Characteristics ■ Add point

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.

- Clean to the 49 standards set out in the National cleaning specifications 2007.
- To be trained in COSHH and follow guidelines in the safe use of chemicals set out by the manufacture and adhere to any Sodexo policies and procedures relating to cleaning and chemicals.
- Adhere to the Health and Safety Act 1974 and report any incidents or accidents to your Team Leader ASAP.
- Adhere to the Food Safety Act 1990 and follow Sodexo policies and procedures relating to food safety. (Food Safety Training level 2, HACCP guidance and food safety policy)
- Adhere to the manual handling operations regulations 1992 and follow Sodexo policies and procedures.
- To keep patients information confidential at all times.
- To attend Mandatory and Statutory training as required and any training related to the use of equipment and how to use chemicals to support your role.
- Ensure the correct PPE is worn. I.e. Staff uniform, safety shoes, aprons and gloves, goggles, face masks. Make up, Jewellery and nail varnish are not to be worn.

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

- Clean and check machinery daily including cables, filters, etc and report any faults to your line manager.
- Check stock, order when supplies are low and replenish as and when required. Ensure cleaning and food storage cupboards are kept clean and tidy at all times. Remove waste (general) and dispose of in the correct waste stream.
- Adhere to cleaning schedules and complete tick sheets to ensure compliance of cleaning tasks set out by your line manager.
- Participate in Hand Hygiene and cleaning audits as and when required.
- Receipt all chilled, frozen, and dry provisions and ensure correct storage and stock rotation takes place in line with HACCP.
- To report any pest control sightings or security risks to your line manager.
- Comply with Sodexo policy and complete HACCP documentation on a daily basis. (Fridge/Freezer temps, food temperatures, complete waste docs, etc)
- To issue and collate inpatient menus on a daily basis.
- Collect, wash, and return replenished water jugs to the ward.
- To unlock and secure kitchen when required and to complete opening and closing documentation.
- To support and mentor new staff members to the organisation by demonstrating new procedures and inducting them in to their role.
- To work in other Soft facilities roles and sites as requested by your line manager or the management structure.
- To work in a professional manner at all times and always present yourself with Hello my name is.... to patients, internal and external people
- Maintain good communication and co-operation with colleagues within your workplace and other Esneft sites.
- Take telephone calls from internal and external people

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 be responsible for complying with Sodexo and local Safeguarding policies and procedures.
- To be responsible for the quality of data recorded. The data should be accurate, legible (if hand written), recorded in a timely manner, kept up to date and appropriately filed.
- All employees must comply with Sodexo's Equality and Diversity Policy and must not discriminate on the grounds of sex, colour, race, ethnic or national origins, marital status, age, gender reassignment, disability, sexual orientation or religious belief.
- Employees have a responsibility to themselves and others in relation to managing risk and health and safety, and will be required to work within the policies and procedures laid down Sodexo. Sodexo seeks to establish a safe and healthy working environment for its employees and operates a non-smoking policy.
- All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.
- All staff have a responsibility to contribute to a reduction in the Sodexo's carbon footprint and should proactively reduce and encourage others through own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste etc.

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

Essential	Desirable
• Previous experience in a catering role. • Good knowledge of catering methodology and procedures.	• NHS catering experience.
• Food hygiene qualification level 2.	• COSHH training. • Health and safety training. • Allergy awareness training.
• Knowledge of COSHH and HACCP and what they both stand for. • Knowledge and understanding of Health and Safety.	• Knowledge and understanding of the Triust colour code practices. • Knowledge and understanding of infection control methods and procedures.
• Basic computer skills • Good communication skills and the ability to understand written and spoken English. • Ability to work alone or as part of a team. • Understanding of confidentiality. • Good customer care skills. • Attention to detail. • Able to work to work under pressure and keep to deadlines.	• Experience dealing with patients of varying needs and members of the public.

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

Learning & Development	Leadership & People Management
Employee Engagement	Innovation and Change
Brand Notoriety	

9. Management Approval – To be completed by document owner

Version	V1	Date	01/05/25
Document Owner	Samantha Girling		