

Job Description: Retail Catering Housekeeper

Function:	Health & Care
Position:	Retail Catering Housekeeper
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Retail Manager
Additional reporting line to:	Retail Team Leader
Position location:	North Devon District Hospital, EX31 4JB

1. Purpose of the Job – State concisely the aim of the job.
To courteously serve staff and visitors within the catering / retail outlets within a hygienic and pleasant environment across all retail catering outlets. (Aspretto Café, Costcutter, Raleigh Gallery, Sodexo offices & Trust offices and meeting spaces)

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

Cleaning

- To undertake general cleaning and housekeeping duties in all retail areas and outlined offices at frequencies defined in the Cleaning Specification & Standard Operating Procedures and as directed by the Retail Managers or Supervisors and work in conjunction with other clinical and non-clinical staff to ensure appropriate access is gained to clean specific areas.
- Carry out all routine cleaning duties in compliance with the cleaning schedules.
- Always use and care of approved cleaning material and equipment in accordance with the operator instructions.
- Ensure that all equipment and materials are used and stored safely in compliance with COSHH regulations.
- Undertake all cleaning duties in a safe manner using Hazard signs as appropriate.
- Maintenance of high standards of cleaning throughout the area of allocation following correct procedures.
- Specific duties will include but may not be limited to all the following.
- Collect refuse bags, place at disposal point, reline bins.
- Mopping of floors, using floor cleaning machine
- Replenish cleaning supplies, replace hand towels, toilet rolls and soap.
- Using Dishwasher as required
- All cleaning equipment must be cleaned daily and maintained in a safe usable condition - faults should be reported to a supervisor immediately.
- To use equipment which you are trained to use in a safe manner.

Food Service Duties

- Counter service of all hot food, ensuring adherence to portion control instructions
- Temperature monitoring and recording
- Sandwich and salad preparation
- Restocking all products using stock rotation methods
- Responsibility to ensure safe, timely and well-presented hospitality functions.
- Operating the bun run as required.
- Operation of cash registers and security of monies within business areas
- Clearing tables and ensuring a hygienic eating area
- Operation of the dishwasher

Team Working

- Work in partnership with Sodexo Managers, Supervisors, Client staff and Colleagues.

Training

- The employees will participate in the required company and trust training programmed.
- To assist new starters inductions on the “buddy” programmed.

Conduct

- To be correctly 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.

The duties of this post are not exhaustive and may be reviewed and amended as necessary in accordance with a changing environment

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.

- Food safety legislation & compliance
- Health & Safety legislation & compliance inc COSHH
- Compliance with Company & Client policies

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.

Confidentiality

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

Policies and Procedures

- Ensure safe practice to minimize 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 familiarize and comply with all relevant Sodexo and Trust policies and procedures.

Health and Safety

- Staff must take care of their own safety and others who may be affected by their actions or omissions. Health and Safety in the workplace is a two-way thing managers must make sure their employees work in a safe environment and employees have an obligation to report any Health and Safety concerns to management. The workforce must ensure that all equipment or personal protective equipment provided is used in the appropriate manner. They must also report any accidents or near misses to the appropriate manager and must also complete the appropriate Incident/accident report forms.

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.

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

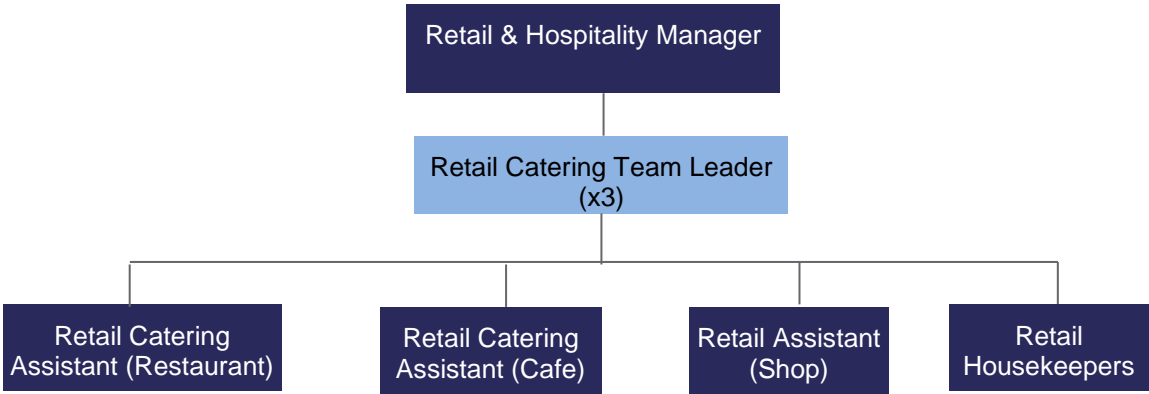
Essential:

- Organised
- Ability to communicate at all levels.
- Ability to always comply with service requirements in line with client policies.
- Awareness of Health and Safety legislation
- Experience in Customer Orientated environment.
- Catering Experience

Desirable

- Level 2 Food hygiene certificate
- NVQ Level 2 Hospitality & Catering
- NVQ Level 2 Customer Services

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.



Levels

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Received:

Date:

Date:

Job holder

Immediate Manager