

## Ward Host Job Description

Please take the time to read the attached job description

### Job Introduction

This job puts good food on the table.

As a Catering Assistant at Sodexo in Tunbridge Wells Nuffield, you'll play an important part in preparing and serving nutritious, comforting meals that support patient recovery and wellbeing. You'll also help maintain a clean, safe environment in the kitchen and dining areas. With a cheerful attitude and great customer service, your presence can make a real difference in someone's day. Join Sodexo and be part of something greater. You belong in a team where you can act with purpose and thrive in your way.

What you'll do:

- Take all patient and visitor refreshment orders accurately, ensuring any allergies or dietary requirements are communicated to the main kitchen and recorded in the ward kitchen
- Transport food to patients' rooms, ensuring patients are comfortable and have all necessary assistance to consume refreshments with ease
- Ensure hygienic cleaning of all crockery, cutlery, trays, and equipment used to maintain infection control standards
- Maintain stock control, rotation, and records at all times
- Complete all legal, company, and client documentation within required timeframes
- Keep the ward kitchen clean, tidy, and hygienic, reporting any issues to the Ward Manager
- Report all equipment malfunctions to the Ward Manager
- Communicate calmly, politely, and tactfully with customers at all times
- Recognise issues that may affect customer satisfaction and take appropriate action to resolve or escalate as necessary
- Follow all applicable policies and procedures, including Infection Prevention and Control
- Carry out duties safely, with minimal disruption to others
- Make full and proper use of any protective or safety equipment provided

What you bring:

- A passion for delivering tasty, nutritious food with care
- A friendly, professional attitude and respect for patients, visitors, and colleagues
- Basic food handling knowledge and hygiene awareness
- The ability to stay on your feet and work efficiently during busy service periods

- Level 2 food hygiene certificate

**What we offer:**

Working at Sodexo isn't just a job — it's a chance to make a difference every day. You'll be part of a supportive team, act with purpose, and thrive in a role where your work matters. We also offer a range of benefits to support you and your loved ones:

- Mental health and wellbeing resources
- Employee Assistance Programme (including financial/legal advice and personal support)
- Free health and wellbeing app with 24/7 virtual GP access
- Discounts on high street brands for you and your family
- Salary finance tools and financial wellbeing resources
- Retirement savings plan and life insurance
- Full training and protective uniform provided.
- Opportunities to gain experience through learning and development.
- Cycle to Work scheme and volunteering opportunities.
- Flexible working and a dynamic team environment
- Competitive pay