

JOB DESCRIPTION

Function:	Healthcare
Position:	FOOD SERVICE ASSISTANT
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Ryan Jones
Additional reporting line to:	
Position location:	Patient Dining – Ward areas

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

To provide a food and beverage service to patients staff and customers, ensuring that all food products are kept in accordance with company Food and Health Safety policies.

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.

Patient Dining department is responsible for serving 200 + patients breakfast, lunch and supper at protected meal times. Spires Restaurant, Costa and Cost cutter outlets are responsible for serving customers visitors and staff at times agreed with the client.

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. Please show the job titles not the actual people doing the role, i.e. Finance Manager, Project Manager

Site Manager
Head of Soft Services
Line Manager
Supervisor
Frontline Staff

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.

- Ensuring all services are provided at the designated times
- Ensuring all Temperature controls are adhered to at all times
- Ensuring all equipment is left clean after use
- All areas worked in are left in a clean state following cleaning schedules
- Ensure all company policies are adhered too at all times
- All work is conducted in a safe manner in accordance with Health & Safety GREAT training
- Compliance documents are signed by the correct person

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

- Distribution/serving of meals and beverages to patients/customers and staff
- Collection and washing up of dirty crockery, cutlery and service utensils
- Safe use of industrial catering equipment
- Decanting and labelling food items
- Cleaning of kitchen areas
- Cleaning of industrial catering equipment
- Recording of temperatures and corrective actions in accordance with company policy
- Stock rotation
- Complete monthly mandatory training in line with the role
- Carry out any additional duties required by line manager due to business demands

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.

- Helping achieve a high PLACE score
- Safeguard Green
- Helping improve the patient experience
- To establish excellent relationships with the client, staff and customers

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

Essential

- Ability to learn new skills
- Ability to work safely at all times
- Ability to follow instruction at all times
- Good customer service skills
- High standards of personal Hygiene
- Ability to work as part of a team and independently
- Basic literacy skills
- Ability to work under own initiative
- The ability to communicate effectively
- Ability to handle cash and cashing up procedures

Desired

- Prior knowledge of working in a food environment
- Good literacy and numeracy skills
- Ability to use a PC /tablet

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

Innovation and change	
Brand Notoriety	
Food safety	
Health and Safety	
Missions and Values	

Signed by employee:

Date: