# Job Description:
# Catering Assistant - Priory

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| Function: | Healthcare |
| Job: | Catering Assistant |
| Position: | **Catering Assistant** Priory Hospitals |
| Job holder: | |
| Date (in job since): | |
| Immediate manager (N+1 Job title and name): | Chef Manager |
| Additional reporting line to: | Regional Manager<br>Regional Manager |
| Position location: | Priory Hospital |

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

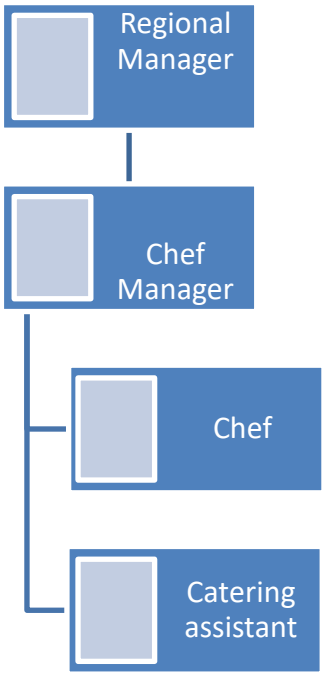
- To manage a customer focussed patient catering service provided at on of The Priory Hospital.
- To ensure that the patient catering service is delivered to the contractual agreement in an efficient and effective manner and in compliance with all relevant legislation and Company Policies.
- To perform duties and carry out tasks as trained by and instructed by the Sodexo manager.

## 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.

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| Revenue FY23: | €tbc | EBIT growth: tbc<br>EBIT margin: tbc<br>Net income growth: tbc<br>Cash conversion: tbc | Growth type: n/a | Number of staff | 4 |
| | | | | Services | Catering, Patient feeding / staff feeding & Hospitality |

Characteristics

## 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.

- Assist with set up and service of hot and/or cold meals from steamtables and countertops.
- Sanitise and clean workstations and equipment.
- Clean all Sodexo maintained areas to a high standard
- Use equipment safely (such as carpet cleaners)
- Be responsible for a variety of tasks, from removing waste to checking stock and updating records
- During meal times, serve and restock food from counters and steam tables, tidy up stations, and follow recipes or product instructions to estimate food requirements.
- Breakdown stations at the end of meal periods or service
- Attend any and all Sodexo and Priory specific training is delivered within correct timescale for site specific training.

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

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- Main assignments include but are not limited to the below
- Have full working knowledge of the areas within the hospital which are covered by the Patient Dining & Retail Services..
- A passion for providing nutritious and delicious meals

- Positive attitude, professionalism, and respect for others
- Basic food-handling skills
- Ability to work in a standing position for long periods of time
- Maintain and deliver a quality service according to set work schedules and procedures.
- Responsible for compliance on food and H&S legislation, taking necessary actions within area of responsibility
- Ensure that health and safety standards are understood and delivered across the site.
- Ensure that Health and Safety is managed in accordance with all legislation and Company and Client standards, policies and procedures. Ensuring they are working safely at all times, that all non compliance is reported to management
- Ensure achievement of high levels of client and patient satisfaction
- To ensure that all mandatory training for staff is adhered to and training plan is followed.
- This job description is not intended to be exhaustive and will be amended in light of the changing needs of the service.

## 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.

- **Risk, governance and compliance** – The role holder is accountable for full compliance and understanding of all company risk, reporting and governance processes within their assigned operational area. The role holder will ensure that these processes are fully applied, complied with and adhered to within assigned operational business area. The role holder is accountable for cash and stock within the assigned operational business area where applicable; therefore, cash and stock company procedural compliance is a requirement.

- **Service excellence -** The role holder will be responsible for driving all aspects of service within their role. The role holder will ensure that work is appropriately recognised and expected standards ensuring the offer is meeting the customer's needs through full and correct use of company tools.

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

- Friendly, outgoing person
- Team worker
- Ability to communicate effectively with patients, visitors, colleagues, clients
- Ability to work independently, flexibly and professionally – dealing with stressful and changeable situations
- Understanding of relevant Health and Safety, Employment and other legislative requirements
- Strong attention to detail and adherence to standards

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

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| ▪ Growth, Client & Customer Satisfaction / Quality of Services provided | ▪ |
| ▪ | ▪ Innovation and Change |
| ▪ Brand Notoriety | |
| ▪ | |
| ▪ Employee Engagement | |
| ▪ Learning & Development | |

## 9. Management Approval

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| Version | | Date | 11/8/23 |
| Document Owner | | | |