

Job Description: Retail Catering Assistant

Function:	Healthcare
Job:	Retail Catering Assistant
Position:	Retail Catering Assistant
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Adam Strong, Food Operation Manger
Additional reporting line to:	Retail Supervisor
Position location:	Retail, North Devon District Hospital

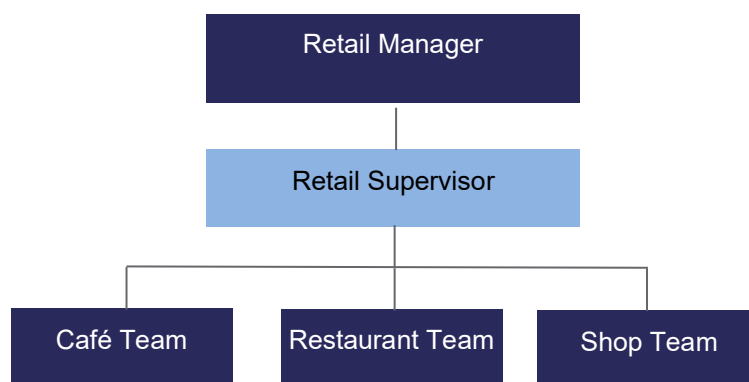
1. Purpose of the Job

- To courteously serve staff and visitors within the catering/retail outlets within a hygienic and pleasant environment.

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			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						
Characteristics Add point									

3. Organisation chart



4. Main assignments

Specific duties will include but may not be limited to all the following

- Counter service of all hot food, ensuring adherence to portion control instructions
- Temperature monitoring and recording
- Restocking all products using stock rotation methods
- To ensure accurate recording of stock when required (*stock taking / ordering*).
- Responsibility to ensure safe, timely and well-presented hospitality functions
- Operating the morning or afternoon bun run as required
- Operation of cash registers and security of monies within the retail areas
- Clearing tables and ensuring a hygienic eating area
- Operation of the dishwasher
- Carry out all routine cleaning duties in compliance with the Cleaning schedules.
- Use and care of approved cleaning material and equipment always in accordance with the operator instructions.
- Ensure that all equipment and materials are used and stored safely in compliance with COSHH regulations.
- Maintenance of high standards of cleaning throughout the area of allocation following correct procedures.
- To ensure that all retail areas are kept to a clean hygienic standard, in line with company and client requirements and expectations.
- To attend and participate in team meetings when required.
- The employees will participate in the required company and trust training programme.
- The post holder maybe required to utilise IT systems as part of their role. All necessary training will be provided.
- To assist new starters inductions on the “buddy” programmed.

5. Accountabilities

Conduct

- To be correctly dressed in the correct uniform at all times. This specifically includes the wearing of Sodexo name badges and Trust Identity Cards and to ensure that both are clearly visible at all times.
- Staff must conduct themselves in a professional manner at all times 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.

Confidentiality

- During the course of his/her duties the post holder may have access to confidential information which must not be divulged to any unauthorised 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 familiarise and comply with all relevant Sodexo and Trust policies and procedures.

Health and Safety

- Ensure correct use of PPE following company, local & national standards, guidelines and policies to prevent exposure to injury, infectious diseases and cross contamination.
- Staff must take care of their own safety and others who may be affected by their actions or omissions.
- Employees have an obligation to report any Health and Safety concerns to management.
- Employees must report any accidents or near misses to the appropriate manager and must also complete the appropriate Incident/accident report forms.
- Employees must ensure that all equipment or personal protective equipment provided is used in the

appropriate manner.

6. Person Specification

Essential

- Catering and/ or Retail background
- Previous experience
- Ability to communicate at all levels
- Ability to comply with service requirements in line with client policies at all times.
- Awareness of Health and Safety legislation
- Undertake training as and when required.
- High standards of personal hygiene

Desirable

- Level 2 Food Hygiene Certificate.
- NVQ Level 2 Customer Service

7. Competencies

▪ Health & Safety	▪ Food Safety
▪ Customer Focused	▪
▪	

9. Management Approval – To be completed by document owner

Version	3	Date	May 2019
Document Owner	R Moss		

JOB DESCRIPTION – ACCEPTANCE SIGNATURE

Employee Name.....

Signature.....

Date.....