

Job Description:

Food Service Assistant – Frontline Including SAFFRON (P.M)

Function:	HEALTHCARE
Job:	Food Service Assistant – Frontline in SAFFRON (P.M)
Position:	Ward Steward
Job holder:	N/A
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	Assistant Operations Manager – Catering & Retail
Additional reporting line to:	Operations Manager – Catering & Retail
Position location:	Patient Dining – Ward areas

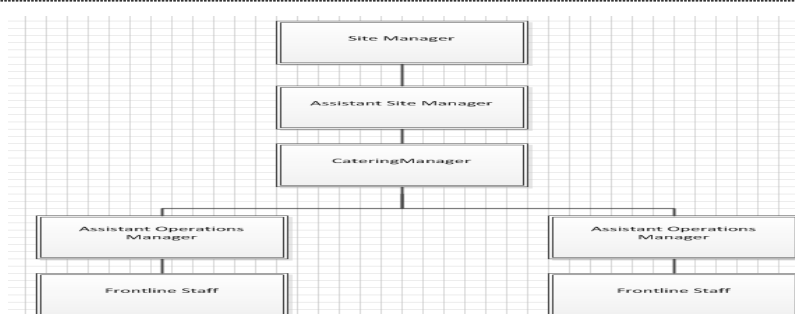
1. Purpose of the Job – State concisely the aim of the job.

The provision of a food and beverage service to assist with the dietary needs of the patient and improve the patient experience. Ensuring that compliance with all company and legal food safety, and health and safety requirements are kept at all times.

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 – 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.

- Ensure all services are provided at the designated times as directed by your Line Manager
- Confirm all temperature controls are adhered to at all times as per instructions
- All equipment is to be maintained and cleaned thoroughly after use
- All work areas should be cleaned thoroughly after use and in a good state as per instructions
- Provide and adhere to Dietary requirements as outlined in the Wye Valley Trust agreed contract
- All work is to be conducted in a safe manner in accordance with GREAT training and Sodexo policies
- Ensure all company policies are adhered to at all times

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

- Distribution of meals and beverages to patients
- Safe use of industrial catering equipment as per Sodexo and Health & Safety policies
- Decanting, portioning and labeling food items in accordance with food hygiene regulations
- Thorough cleaning of ward kitchen areas
- Probing of all food temperatures and recording, during storage, preparation, regeneration and service adhering to food hygiene legislation at all times
- Complete monthly training line with requirements for the role
- Any additional duties required by the Line Manager in line with business needs
- Collection of patient menu orders on the day of service using a PDA / electronic tablet
- Complete monthly training in line with requirements for the role
- Any additional duties required by the Line Manager in line with business needs

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 within an external audit
- Safeguard Green results required within internal auditing processes
- To establish excellent relationships with customers and staff whilst ensuring their health, safety and welfare
- Helping improve the patient experience

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

Essential

- Ability to use a PC and related technology
- Aptitude and interest in learning new skills
- Understand and practice the importance of working safely at all times
- Ability to follow instruction at all times
- Good customer service skills
- High standards of personal hygiene
- Ability to work independently and as part of a team
- Basic literacy and numeracy skills
- Effective communication skills

Desirable

- Prior knowledge or experience of working in a catering / food environment
- Good literacy and numeracy skills
- Basic Food Hygiene certificate

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

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|-------------------------|
| ▪ Innovation and Change |
| ▪ Brand Notoriety |

9. Management Approval – To be completed by document owner

Version	1	Date	21 Feb 2018
Document Owner	Donna Cook		