

Job Description: Food Service Assistant

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| Function: | **Healthcare - Catering** |
| Position:  | Catering Assistant |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Chef Manager |
| Position location: | Schoen Clinic |
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| 1. Purpose of the Job  |
| * To ensure the prompt and efficient preparation and service of all meals to the company’s standard and to the client’s satisfaction and maintaining the cleanliness and hygiene of the Unit to the required standard in the Service Level Agreement.
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Draft. Version: 27-03-2014

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| 2. Organisation chart  |
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| **2. Context and main issues**  |
| * **Quality:** Sodexo is committed to providing patient customer care of the highest quality and promotes this through the customer care training of their staff.
* **Confidentiality:** During the course of his / her duties, the postholder may have access to confidential information which must not be divulged to any unauthorised person or any relative at any time.
* **Polices and Procedures:** The postholder is required to familiarise and comply with all relevant Sodexo and SCL policies and procedures.
* **Health and Safety:** Ensure that all procedures for security, safety, health and fire precautions are adhered to in accordance with the Health and Safety Policy. Staff must take care of their own safety and others who may be affected by their actions or omissions. Health and Safety in the workplace is a two way process. Managers must make sure their employees work in a safe environment and employees have an obligation to report any Health and Safety concerns to management. The workforce must ensure that all equipment or personal protective equipment provided is used in the appropriate manner. They must also report any accidents or near misses to the appropriate manager and must also complete the appropriate Incident / accident report forms.
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| 3. Main assignments  |
| * Preparation of food to appropriate service level agreements and meeting the client, customer and Sodexo’s standards and satisfaction
* To ensure that all food is prepared with due care and attention, accounting for any specific dietary requirements.
* Ensuring stock control and rotation procedures are maintained
* To observe at all times the guidelines and working methods for adherence to food safety legislation.
* To assist in implementing and maintaining the service for all Hospitality related activities, production service, clear down
* Cleaning of all equipment using appropriate materials to ensure a high standard of cleanliness.
* Collation of patient orders using an electronic ordering system.
* To attend meetings and training courses as required.
* Any other reasonable request including providing cover for other staff as appropriate.
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| 4. Accountabilities  |
| * Ensure compliance with all statutory Health and Safety and Food Hygiene regulations. Safegard audits to be passed first time.
* Provide and maintain a high level of customer care at all times.
* Participate in all required site and mandatory training to ensure compliance.
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| 5. Person Specification  |
| * Experience with food handling ideally gained in a similar environment.
* Knowledge of best practice in relation to cleaning.
* Basic food hygiene qualification.
* Excellent customer service skills, able to interact effectively with patients when required and present a positive impression of Sodexo.
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| 6. Management Approval  |
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| Version | 1.0 | Date | 24 May 18 |
| Document Owner | Christine Stapleton |

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