

Job Description

Post Title: <u>Catering Assistant</u>	Post Reference:	Post Grade: SSL Grade A
Summary of the Role: Each Catering Assistant plays a vital role in our catering services team. From delivering food to wards for patients, working in our retail outlets, making sandwiches, to helping us clean our catering spaces, it’s all key work – and safety is critical.	Reports to: Senior Store Keeper Head Chef Assistant Facilities Manager Head of Facilities	
	Base / Location: Yeovil District Hospital	
Key Responsibilities		Working Relationships & Contacts

<ol style="list-style-type: none"> 1. To provide a high standard of customer service. 2. Providing our services in a timely manner. 3. Providing a quality environment. 1. Providing a cost effective service. 2. To provide and maintain a safe, clean and tidy environment in accordance with work schedules and instructions, using the appropriate equipment provided. 3. Unload stock from cages/trolleys and place into relevant storage including walk-in freezers. 4. Pick and deliver food, beverage and other items to wards and other departments/units. 5. Load ward ovens with relevant food products. 6. Take and monitor ward orders and print ward menus for picking. 7. Prepare 'late' meals and/or other items and deliver to wards in a timely manner. 8. Use fleet and other dishwashers to clean crockery, cutlery and catering utensils/equipment. 9. Hand wash crockery, cutlery and catering utensils/equipment as necessary. 10. Provide general cleaning services to maintain catering areas. 11. Make hot beverages, fulfil and serve customers orders in retail outlets. 12. Maintain cleanliness and order in retail outlets. 13. Operate tills and account for takings using daily sales record sheets. 14. Generally, assist customers and others with any enquiries they may have. 15. Make sandwiches/rolls etc. following recipe cards and following established procedures. 16. Assist with salad and other basic food preparation. 17. Answer the telephone and resolve customer enquiries or refer to a Supervisor; 18. Set up function trolleys and deliver to events in good time. 19. Participate in training and assist others with training and development needs. 20. Provide any other duties which are determined to be reasonable (by the post holder's line Manager), considering the training, skills and abilities of the post holder. 21. Comply with all SSL Policies and Procedures including Equality, Diversity and Safety objectives. 	<ul style="list-style-type: none"> • Patients • Visitors • Nursing Staff • Clinical staff
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Job Dimensions: (problem solving, decision making, impact, resource management including value, working environment, responsible for staff & equipment)	Performance Measures and KPIs
Responsible for safe use of equipment, including fleet dishwasher and the safe and efficient provision of catering services. Relevant training will be given to successful applicants.	To provide services in compliance with relevant NHS and local standards, Policies and Procedures.

Person Specification: (Please state Essential (E) or Desirable (D))		
Knowledge & Skills: <ul style="list-style-type: none"> • Good communication skills (E) • Have a good understanding of the English language, both spoken and written (E) 	Experience <ul style="list-style-type: none"> • Previous experience of working in an NHS catering or similar environment (D) • Knowledge of retail operations (D) Relevant training will be given to successful applicants.	Qualifications <ul style="list-style-type: none"> □ GCSE in Maths and English or equivalent (D)
Core Behaviours	<ul style="list-style-type: none"> • Ability to work on own initiative following agreed policies and procedures. • Flexible to changes in routine or work environment. • Able to take and follow verbal instructions to react to changing circumstances. 	

Leadership Behaviours

- Can identify and resolve work challenges to ensure successful service delivery; □
Able to offer advice to others to overcome operational challenges.
- Calm and caring when dealing with operational pressures.

ESTATES & FACILITIES – CATERING SERVICES – ORGANISATION CHART

