

# JOB DESCRIPTION

## Estates, Facilities and Development

<b>Job Title:</b>	<b>Retail Catering Assistant</b>
<b>Band:</b>	Band 2
<b>Health Group:</b>	Estates, Facilities and Development
<b>Service Area:</b>	<b>Facilities</b> - Catering – Retail Catering Services
<b>Base:</b>	Hull Royal Infirmary/Castle Hill Hospital

<b>Accountable to:</b>	Trust Catering Services Manager
<b>Reports to:</b>	Retail Catering Manager
<b>Responsible for:</b>	Retail Catering Service

### Job Purpose:

To assist in the provision of a comprehensive and cost-effective catering service that meets the needs of Staff, visitors and patients whilst fulfilling the objectives of the Trust.

Duties will include assisting in the preparation, storage, packaging, distribution, cooking and service of meals, confectionary and other food items.

To undertake a wide range of general kitchen and catering hygiene duties.

To work in accordance with Food Hygiene Regulations, Codes of Practice for Caterers and all relevant Trust policies.

### KEY DUTIES & RESPONSIBILITIES

- Basis preparation of food items in a food safe and cost-effective manner.
- Ensure all food items are correctly cooked, stored, packaged, labelled and date coded.
- Assist in the economical use of food/ingredients and minimise waste.
- Meet all service timescales.
- Assist in the service of items for meetings, seminars and ad-hoc functions both on site and off site.
- Reconcile deliveries against orders and inform line manager of any anomalies.
- Effective service and presentation of meals and other stock items.
- Cash handling and use of electronic point of sale (EPOS) units (cash register) on a daily basis.
- Assist in ensuring that all stored food items are used within use by/best before dates.
- Accurate recording of temperatures including escalation if applicable.
- Maintain high standards of cleanliness in designated work areas within the documented cleaning and hygiene schedules – this may include ad-hoc duties delegated by line managers.
- Maintain high standards of personal hygiene and work wear.

- Timely reporting of faults to line manager. This includes service delivery, equipment, furnishing and fabric of the building.
- Contribute to a quality orientated, food safe environment in compliance with general Food Hygiene Regulations and associated legislation.
- Maintain safe systems of work and a safe working environment in accordance with Trust Health and safety policies.
- Compliance with departmental Food safety policy and HACCP systems including accurate completion of all required documentation, including food temperatures checks and records pertaining to the policies and procedures of the Trust's catering service.
- Compliance with the Catering departments Codes of Practice document and Equipment manual guidelines.
- To assist with all aspects of the departmental security.
- To assist in the mechanical or manual washing processing of all crockery, cutlery and utensils associated with the service throughout the day.
- Work to the agreed Trust and Departmental standards.
- To assist in the transferring and storage of supplies and deliveries following correct lifting and handling procedures.
- Attend Trust and Departmental briefings.
- Occasional driving of Trust vehicle both on and off Trust property (Full UK driving license required for this aspect of the role).
- Maintain complete confidentiality in accordance with Trust policies.
- Use of electronic software programmes ie health roster, stock ordering system/menu planning on a regular basis.
- Undertake any other catering duties appropriate to the grade.

#### **Knowledge and skills**

- Ability to effectively contribute in the provision of a comprehensive range of catering services.
- Ability to deal with internal and external enquiries.
- Basic craft skills capability eg. Knife handling, cutting, chopping and slicing ingredients.
- An understanding of portion control and effective food presentation.
- A basic understanding of statutory food safety and HACCP.
- A knowledge and understanding of customer care and service.
- Capable of working as a team member and communicating effectively with others.
- Ability to carry out tasks with minimum supervision.
- Be both numerate and possess effective reading and writing skills.
- The ability to follow instructions and training.
- Knowledge of Health and Safety regulations and procedures.

#### **Communication and Relationship skills**

- Effective communication with colleagues, customers and other departments within the Trust taking personal responsibility to update, share and handover information when required.
- Understands and clarifies detailed instructions to undertake duties.
- Ensures information is conveyed to the supervisors/line managers in a timely and understandable manner.
- Establish an effective relationships with staff at all levels.

#### **Knowledge, training and experience:**

- General education to GCSE standard.
- A minimum of 2 years' experience working within a catering environment.
- Proven experience of working to deadlines.
- Problem solving abilities.

- Experience of working a multi-disciplinary team.
- Knowledge of Food Safety regulations and HACCP.
- Basic IT skills
- Conscientious and hard working
- The ability to remain calm and professional under pressure

#### **Analytical and judgmental skills:**

- Highlights problems and advises line manager of any difficult or sensitive issues.
- Encourages and promotes solutions within parameters of responsibility.
- Uses judgement and experience to share solutions to problem solving.

#### **Planning and organisational skills:**

- Responsible for managing and prioritising own workload, meeting deadlines and targets day to day.
- Attends meetings and training to accommodate the needs of the department.
- Develops own objectives with line manager and finds ways to meet them.
- Works towards the delivery of performance targets relevant to the specialty and team.

#### **Physical skills**

- Practices safe moving and handling procedures and other related health and safety standards.
- Work in an environment of varying temperature.
- Ability to work whilst standing/walking for prolonged periods of time.

### **RESPONSIBILITY**

#### **Responsibility for patient/client care:**

- Deals with any customer and patient related queries within parameters of responsibility.
- Complies with Trust policy in relation to confidentiality.

#### **Responsibilities for Policy and Service Development Implementation:**

- Implements policies and procedures relevant to own work area.
- Understands and complies with relevant HR policies.

#### **Responsibilities for Finance and physical resources**

- Responsible for the safe use of equipment reporting faulty equipment accordingly.
- Assist with ensuring effective stock and supplies management is maintained.

#### **Responsibilities for Human Resources:**

- Maintains a professional approach to work, demonstrating a mutual respect for colleagues.
- Assists with induction of new staff.

#### **Responsibilities for Information Resources:**

- Maintains paper or electronic based filing systems to record, store and supply information.
- Sources information required by senior colleagues.
- Understands and works within the remit of the Trusts confidentiality and related policies.

#### **Responsibilities for Research and Development:**

- Undertakes surveys or audits as necessary.

#### **Freedom to Act:**

- Manages and prioritises own workload to meet the needs of the wider team whilst maintaining established standards.
- Suggests changes in practice to line manager.
- Can refer to the line manager for advice and guidance.

## **EFFORT AND ENVIRONMENT**

### **Physical effort:**

Combination of sitting, walking and standing. More frequently the role will involve standing.  
Regularly handling frozen, chilled and cooked food items on a daily basis.  
Regularly handling cash and using the electronic point of sale unit (cash register) on a daily basis.

### **Mental Effort:**

Frequent requirement for concentration where the work pattern is predictable. Concentration is required to accurately complete the daily tasks to avoid errors.

### **Emotional Effort:**

Occasional exposure to distressing or emotional circumstances.

### **Working Conditions:**

Working in varying temperatures (hot and cold) on a daily basis; this includes temperatures as low as -18 degrees through to +26 degrees in food storage and preparation areas.  
Working in an environment of varying temperature on a daily basis – this includes chilled rooms, freezers and kitchens.  
Personal Protective Equipment/Uniform (PPE) is provided and a must be worn when working in the chilled and frozen environments for prolonged periods of time).

## **HEALTH AND SAFETY:**

In addition to the Trust's overall responsibility for your health and safety you have a personal responsibility for your own health and safety. As such you are required to inform your line manager of any safety issues that you identify, that could affect you or others in the workplace. You must co-operate with management and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.

As a Trust employee you will be trained in the correct use of any equipment provided to improve safety and health within the Trust. You are required to use the equipment when necessary and as instructed which will include checking the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.

You are responsible for the implementation and adherence to Trust safety policies and procedures for areas within your remit.

You are required to ensure suitable and sufficient risk assessments are completed for all areas within your remit. The controls identified must be evaluated and implemented where necessary.

You are required to review all risk assessments periodically and particularly when staff and/or equipment changes, monitoring the effectiveness of any control measure implemented.

You are to ensure suitable and sufficient equipment if provides to sustain the health and safety of staff, patients and visitor to areas within your remit.

## **INFECTION CONTROL**

In addition to the Trust's overall responsibilities under The Health and Social Care Act 2008 Code of Practice for healthcare, including primary and adult social care on the prevention and control of infections (revised December 2010) for your safety, you have a personal responsibility to ensure your work adheres to this Code in the delivery of safe patient care within the organisation. This code relates to ALL Trust staff and contractors working within the organisation who are employed to ensure this level of care is provided.

As an employee you will be trained to ensure adherence and compliance to the various Infection Control policies within the Trust.

## **SUSTAINABILITY**

To actively support the Trust's goals for sustainability by encouraging and adopting sustainable ideas and practices.

## **SAFEGUARDING**

The Trust has a duty and is committed to safeguarding all service users and provide additional measures for adults and children who are less able to protect themselves from harm or abuse. As an employee\* you have an individual responsibility to contribute to the detection, reporting and prevention of abuse to safeguard those in our care (Section 11 Children Act, 2004, Human rights Act 1998, Equality Act 2010 Mental Capacity Act 2005 Care Act 2014) and are accountable to ensure that you know how to respond when you are concerned for the safety of a child, young person or adult at risk. The Trust will assist you in this process by providing training, guidance and advice. There are corporate safeguarding teams who can be contacted for advice, support and safeguarding supervision. All concerns must be reported as per Trust

Safeguarding Policies which are available on the Trust Intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role

***This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the current post. It may be subject to change in the light of developing organisational and service needs, and wherever possible will follow consultation with the post***

## PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>QUALIFICATIONS</b>	Basic Food Safety Training. NVQ level 1 in relevant subject GCSE English and Maths or equivalent.	Food safety Level 2 or above NVQ Level 2 or above in relevant subject. UK Driving License Care Certificate (to be completed within 12 weeks of appointment).	Certificates.
<b>EXPERIENCE</b>	A minimum of 2 years' experience in catering dealing with both preparation and service of food items	Previous healthcare work	Application form. References. Interview.
<b>SKILLS</b>	General Catering Skills – i.e. knife skills, food preparation skills Kitchen and personal hygiene Ability to use EPOS units (cash register) and VDU's Ability to meet service timescales Basic IT skills		Application form. References. Interview.
<b>KNOWLEDGE</b>	Knowledge of HACCP/Food Safety		Application form. References. Interview.
<b>OTHER</b>	Proactive and able to work on own initiative Tactful and diplomatic Willingness to undertake training Flexible Caring/Professional manner Team Player Capable of working in areas of varying temperature (hot/cold)		Application form. References. Interview.

## Organisational Structure

