

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Job Description

Job Details

Job title	Catering Assistant
Pay band	2
Directorate	Patient Services
Ward/Dept Base	Catering
Hospital site	Trust Wide

Essential Requirements

- Level 2 Food Hygiene Qualification
- Awareness of good food hygiene practices
- Team player
- Motivation and enthusiasm

Desirable requirements

- Experience in NHS Catering
- Allergen Awareness Qualification
- Full Clean Driving Licence



Principal Purpose / Dimension

- Responsible for assisting in the efficient and effective preparation and service of food and beverages to patients, staff and visitors including the associated cleaning and hygiene related duties.

Organisational Arrangements

Accountable to: Trust Catering Manager/ Trust Deputy Catering Manager

Reports to: Shift Supervisor

Knowledge Training and Experience

- See essential requirements
- Trust induction
- Knowledge and understanding of HACCP & COSHH acquired over time with training
- Knowledge reinforced by attending regular update training throughout year.

Skills

Communication and Relationships

- To project, at all times a friendly, helpful, courteous and professional manner to other staff, patients and visitors.
- Communicate effectively with colleagues, Staff, Patients and Visitors.
- Accurately maintain records

Analytical and Judgemental

- Reporting of faults on Machines and equipment
- Report any Health and Safety Risks within the work place
- Exercise judgement in response to portion control and food wastage
- Initiate emergency action when required

Planning and Organisational

- Plan own work on a day-to-day basis.
- Demonstrate flexibility and work in any area of the department if needed.

Physical Dexterity

- Skills required in the use of catering equipment, scrubber-driers, dish wash machines etc.
- Skills required to drive Tugs (if required in role)
- Skills required in the use of electronic cash registers.
- Observance at all times of standards of personal hygiene and “clean as you go” principles.

Key Result Areas



Patient / Client Care

- The service of meals to the highest possible standards for patients, staff and visitors.

Policy and Service Development

- Comply with Departmental and Trust Policies, and comment on any service development proposals which impact on the Catering Service.
- To comply with Uniform Policy i.e. to maintain a clean, tidy and hygienic appearance, ensuring that the appropriate protective clothing and ID badge are worn at all times.

Financial and Physical Resources

- Contribute to the identification and reduction of food wastage.
- Ordering of stock from Catering Food Stores.
- Ensure correct storage and stock rotation of food products.
- Exercise care in the use of expensive catering equipment (scrubber-driers, dish wash machines etc).
- Exercise care in the operation of electronic cash registers and the handling of cash.
- To be familiar with, and assist in the security of the department and its contents

Human Resources

- Will be expected to facilitate the development of other staff new into post.
- Responsible for ensuring strict food hygiene controls are followed
- Will conform with Trust Policies, Procedures, and Guidelines.
- Will monitor and maintain Health and Safety of self and others
- Promote Equality and Diversity rights.
- Comply with Dignity and Respect at Work Policy.
- Identify and inform manager of any potential risk

Information Resources

- Completion of daily HACCP checklists and records.

Research and Development

- Take part in customer satisfaction quality audit when required.

Freedom to Act

- To work within Standard Operating Procedures to include, Food Hygiene policy, HACCP principles and COSHH Regulations.
- A Supervisor is available for reference.
- Exercise judgement with portion control and food waste (whilst serving food)

Effort & Environment

Physical

- Required to regularly undertake moving and handling of catering equipment, crockery and supplies trolleys, performed in accordance with Trust health and safety guidelines.
- Undertake Regular Tug Driving refresher courses (as required)
- Comply with annual moving and handling update requirements.

Mental

- Undertake the daily checklists and records for HACCP.
- Operation of electronic cash registers.
- Concentration required while Tug driving.

Emotional

- Work to tight schedules.
- Customer care skills required in respect of exposure to customers who may be upset and/or abusive (weekly)
- Provide peer support to colleagues

Working Conditions

- Exposure to heat, humidity, and noise as well as exposure to the risks entailed in handling very hot foods, kitchen utensils and equipment.
- Will monitor and maintain Health and Safety of self and others
- Identify and inform manager of any potential risks
- Take appropriate action to minimise any risks
- Occasional exposure to distressing or emotional circumstances when in contact with Patients and visitors

Agreed post holder *Agreed manager*

Date

Date



The Newcastle upon Tyne Hospitals NHS Foundation Trust
Person Specification

JOB TITLE: Catering Assistant

BAND: 2

DIRECTORATE: Patient Services

<u>REQUIREMENT</u>	<u>ESSENTIAL</u> Requirements necessary for safe and effective performance of the job	<u>DESIRABLE</u> Where available, elements that contribute to improved/immediate performance in the job	<u>ASSESSMENT</u>
Qualifications & Education	<ul style="list-style-type: none">Level 2 Food Hygiene Qualification	<ul style="list-style-type: none">Allergen Awareness QualificationFull Clean Driving Licence	
Knowledge & Experience	<ul style="list-style-type: none">Awareness of good food hygiene practices	<ul style="list-style-type: none">Experience in NHS Catering	
Skills & Abilities			
Values / Behavioural / Attitudes	<ul style="list-style-type: none">Team playerMotivation and enthusiasm		
Core Behaviours	<ul style="list-style-type: none">Alignment to Trust Values and Core Behaviours		

CANDIDATE:

REFERENCE NO:

SIGNED BY:

DATE:

DESIGNATION:

