



Candidate information

Catering Assistant



Job Description

Post Title: Catering Assistant	Post Reference: JD005	
Summary of the Role: To help provide a catering service that meets the expectations of the patients, staff and visitors both in terms of quality, safety and value for money.		Reports to: Catering Supervisor Base / Location: TBC
Key Responsibilities <ul style="list-style-type: none"> • Provide a courteous and efficient catering service to patients, staff and visitors, optimising the productivity of the retail outlets. • Prepare and/or serve food to customers in a professional and courteous manner. Optimising retail sales and demonstrating high levels of customer service. • Cleaning of catering and service equipment including floors, work surfaces, and related equipment manually and by use of machine to hygiene standards. • Assist in the delivery of the function and vending service within time constraints and meeting stated requirements. • Operate a cash register and handle cash in a safe and efficient manner. • To maintain food safety and hygiene standards in your work area and apply the food safety procedures applicable in work area. • Ensure that all work is carried out in line with Health and Safety, Quality and 2gether Support Solutions policies and procedures and all documentation and work records are completed accurately. • To correctly use and take care of all equipment and materials associated with tasks and immediately report any faults to a supervisor. • Store goods correctly and use stock on a rotational basis to optimise sales and minimise food wastage. • Participate as a full member of the team, e.g. supporting and training other staff, participating in team meetings, working flexibly as required to cover other members of the team. • Undertake other ad hoc duties as prescribed by manager and within scope of skill and capability 		Working Relationships & Contacts Internal: Colleagues and other members of staff within the company that are on shift. External: Customers, patients, visitors and maintenance/repair staff.

Job Dimensions: Problem solving, decision making, impact, resource management including value, working environment, responsible for staff & equipment)	Performance measures and KPIs
<p>Equipment will include Floor Cleaning Machines, waste disposal machines, Industrial coffee machines, rotary toasters, convection ovens, impinges, and High pressure waster stills, vending machines and Electronic Cash registers incl. credit card payment devices.</p> <p>There should be no unusual working conditions.</p>	

Person Specification: (Please state Essential (E) or Desirable (D))		
Knowledge & Skills: Basic skills training, e.g. Food preparation, Basic Food Hygiene Requires full knowledge of working practices and procedures Knowledge of Health and Safety requirements including infection control and Food Hygiene Good Communication Skills, e.g. communicating with customers and colleagues Good Customer Care Skills, e.g. for communicating with customers and increasing retail spend Completing of mandatory training, e.g. manual handling/risk assessment/fire safety training Able to work to agreed standards and follow work instructions	Experience Experience of working within a busy hospital environment is desirable but not essential.	Qualifications There are no specific qualification requirements.

Job Role: Essential Health and Safety information

Does the post involve ?		Y	N
Confined Spaces?	A “confined space” means any enclosed place, such as may need to be accessed by Estates staff for maintenance such as loft spaces, plant rooms or flues.		X
Driving?	This means driving a Trust Vehicle, Passenger Carrying Vehicle or transporting patients in own vehicle for work purposes. It does not include commuting or driving between places of work		X
Exposure to Substances Hazardous to Health?	This is where risk assessments have identified known health hazards. For example designated latex glove user, formalin, PMMA use.		X
Hand Arm Vibration Exposure?	This includes hand held tools such as drills, saws and other power equipment. This is likely to include employees working in the Plaster Room, Mortuary, Estates and Orthopaedic Surgery.		X
Hand Washing?	This means washing hands 20 plus times per working day.	X	
Lone Working?	This means employees who work by themselves without close or direct supervision. Lone working may be found in a wide range of situations, such as home or community visits, working alone outside normal hours, working in remote or confined areas (such as plant rooms).		X
Manual Handling?	This means all job roles where there are specific manual handling / patient handling requirements.	X	
Night working?	This means regular work at least 3 hours during the agreed ‘night period’ (usually includes 11pm to 6am).		X
Noise exposure?	This is where risk assessments have identified noise levels under the Noise at Work Regulations 2005, and is likely to include areas where ear protection is needed or workers regularly have to shout to communicate due to background noise.		X
Work at heights?	A place is ‘at height’ if a person could be injured falling from it. This includes working on ladders, up scaffold or any other apparatus. It may also apply to staff who regularly have to stand on kick-stools or steps for significant periods of time to retrieve items/ notes from high shelving.		X