



# Demonstrator Programme

## Catering Assistant

The State Hospital, Carstairs

**Closing date:** 11.59pm on Wednesday 18 March 2026



## About The Demonstrator Programme

### What is the Demonstrator Programme?

In response to the Scottish Governments no-one left behind agenda, the NHS demonstrator programme was introduced at the State Hospital with support from NHS Lanarkshire and South Lanarkshire Council.

The programme is aimed at attracting long-term unemployed individuals, back into the employment market. The programme provides wraparound support, access to vocational training and a paid work placement.

### Who can apply for the Demonstrator Programme?

The current vacancies are open to those referred only by South Lanarkshire Council Works.

### How long will the Demonstrator Programme last?

This programme will last **up to six months from start date.**

The successful candidate will be employed on a Fixed Term contract.

During the programme, participants will gain:

- New skills to support employability.
- Paid placement with the aim of gaining permanent employment within this timeframe.
- 1-1 key worker who will support with job searches, applications, CV building, interview techniques.
- On the job training.
- Food Hygiene Certificate.
- Completion of NHS Scotland Health Care Support Worker Induction Standards.
- Expert financial advice provided by South Lanarkshire Employability Team.
- Access to ESOL and South Lanarkshire Leisure activities.

### Will I be paid?

Yes, this position is on a Band 2 salary scale in line with NHS Scotland Terms and Conditions.

### What hours will I work?

To support the individuals as much as possible, a flexible approach will be taken with regards to working hours to account for factors such as settling back into a routine and childcare responsibilities.



You will work between 15 and 25 hours per week, Monday to Friday. Further information can be obtained about this from the hiring manager on the job advert. If you have a preference of the number of hours you would like to work please detail this within your application form.

### **Will I be working to a job description?**

You will work to that Job Description (copy attached). You will not be expected to perform fully at this level on appointment, and during the programme you will be supported and trained to carry out the duties and responsibilities outlined in the job description.

### **What will I be doing?**

A full outline of duties is provided in the job description for this post. A summary of key tasks is provided below:

- Supporting the preparation and cooking of staff and patient meals.
- Supporting the plating and serving meals to hospital staff in the dining facility and supporting meal delivery to patients.
- Ensuring adherence to food hygiene guidelines.
- Equipment cleaning and departmental cleanliness.
- Stock management including organising food within freezers and refrigerators
- Receiving deliveries

### **Where will I be based?**

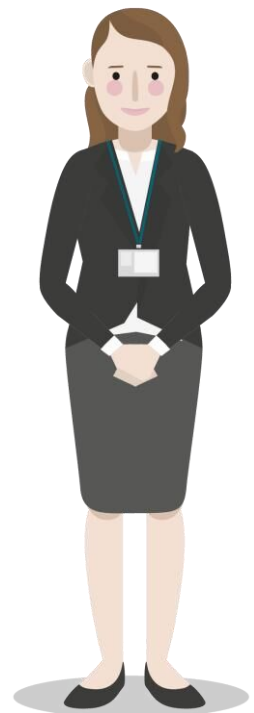
You will be based within the Catering Department at the State Hospital.

### **What is the role of the department?**

The Catering Department provides a high-quality food service to patients, hospital staff, and official visitors while ensuring excellence in preparation and delivery. It fosters strong collaboration with other hospital departments to support smooth operations. Regular engagement with patients regarding food service takes place through ward community and patient partnership meetings, held under supervision in environments with individuals who may have complex mental health needs or learning disabilities. The department is responsible for maintaining and improving standards to ensure compliance with NHS Scotland and Quality Improvement Scotland requirements.

### **What happens at the end of the Demonstrator Programme?**

Four weeks prior to the end of the programme you will be placed on the redeployment register where we will do our best to look for suitable alternative roles within the hospital, however this may not be possible therefore your contract would come to a natural end.



## The Demonstrator Programme Application Process

### What type of person are we hoping to recruit?

You must be referred by South Lanarkshire Works. Your application must demonstrate that you possess the personal attributes detailed in the Person Specification for the post detailed below.

We are seeking someone who can demonstrate good attention to detail, good problem solving skills, someone who likes working with people and the ability to multi task. Good interpersonal and communication skills are also essential, as is having an organised approach to your work.

As part of this job you will deal with a broad range of staff from across the organisation. Being polite, and being able to establish and maintain good working relationships with others, and behave in a courteous and professional manner are all essential for this role.

We are looking for someone who is enthusiastic to learn and develop. It is important that you take pride in doing your best and are not scared to take on new challenges and work as part of a team. It is also important you have a willingness to be flexible, and have a positive, caring and helpful attitude.

You will be an employee of The State Hospital. You will be expected to observe the same Terms and Conditions of employment that all our staff do, and be subject to the same policies and procedures.

### How are applicants selected?

Applications are considered on a competitive basis which means not all candidates who submit an application will be guaranteed an interview. Shortlisting criteria will include evaluation of the Supporting Statement you complete within your application form.

### Completing the Supporting Statement in your application.

The Supporting Statement in the application form plays a significant part in our decision to select candidates for shortlisting. We base our decision on who to interview by assessing the information that you have provided in your Supporting Statement.

To stand the best chance of getting an interview you need to ensure that you carefully address each of the following areas in your Supporting Statement.

- **Why do you think you are suitable for this role? Please describe briefly why you think you would be a good candidate for this position. Tell us about your interest in administration and working within a service support role in the NHS, and why you think this is the career path for you.**



- **Why do you want to work for the NHS?** Think about the NHS and or Board Values, you will find these <https://www.tsh.scot.nhs.uk/about-us/our-vision-value-and-aims/>.
- **Is there any other relevant information that will assist us in shortlisting your application?** Please tell us a bit more about you. For example, how do your family, friends, teachers/employers describe you? Tell us about your achievements (e.g. Duke of Edinburgh or other awards, hobbies and interests), any talents or aspirations or anything else you think might be relevant to your application.

### **Can I get help to complete the application form?**

If you feel that you need some help to decide what would be useful to include in your application you should make contact with your key worker.

If you have any queries or require assistance regarding the application form or recruitment process, please contact the HR Team at [tsh.jobs@nhs.scot](mailto:tsh.jobs@nhs.scot) to discuss your requirements.

### **Who should I ask to be a referee?**

We know it might be hard for applicants who have not worked before to provide us with two referees and in these circumstances we will accept educational references from teachers at your school/college. However, if you do have a current job, or have volunteered or worked, before please give us details of someone who can provide a reference for this.

We will only contact your referees if we decide to make a conditional offer of employment. All our offers of employment are conditional and subject to you satisfactorily completing pre-employment checks which include reference and an occupational health assessment.

### **Where can I get more information?**

For more information about this vacancy, please contact –

Scott Clelland on 01555 842096.

### **When is the closing date for applications?**

Your application must be submitted before 11.59pm on Wednesday 18 March 2026 at the latest. We will **not** accept late applications.



## The Demonstrator Programme Terms & Conditions

### Starting Salary

The current pay band for this post is AfC Band 2 plus a High Secure Environmental Allowance.

### Contract Duration

The duration of the demonstrator post is fixed term and will last up to six months from start date. The end date will be confirmed within the contract offered.

### Hours of Duty

15-25 Hours per week.

### Annual Leave

The annual leave entitlement in a full year commencing 1 April to 31 March is a total of 27 days, rising to 29 days after 5 years' service and 33 days after 10 years' service. There are 8 statutory and public holidays in each leave year. Annual leave will be pro rata'd based on contract length.

### Superannuation Pension Scheme

If appointed you will be automatically enrolled in the NHS Superannuation Scheme however on appointment you can choose to opt out of the scheme. Employee's contributions to the NHS Scheme are tiered based on your earnings and the employer's contribution equates to 13.5 % of salary. Employees in the NHS Scheme are "Contracted-out" of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. You can find out more at [www.sppa.gov.uk](http://www.sppa.gov.uk)

### Right to Work in the UK

We are required to check the entitlement to work in the UK of all prospective employees, regardless of nationality or job category. Candidates appointed to a post will be required provide appropriate documentation verifying right to work in the UK prior to any commencing employment.

### Healthcare Support Workers

You will be expected to comply with the NHS Scotland Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers.

### Smoking Free Policy

The State Hospital operates a no Smoking Policy on all premises and grounds for staff and visitors.

### Pre-employment Checks



All offers of employment will be subject to the receipt of satisfactory References, Occupational Health Screening, Criminal Records Check (Disclosure Scotland) where applicable, Eligibility to Work in the United Kingdom and verification of Qualifications.



## Job Description

### 1. JOB IDENTIFICATION

Job Title: Catering Assistant

Responsible to: Food Production Supervisor / Cooks

Department(s): Facilities Catering Department

Directorate: Security

Operating Division: The State Hospital

Job Reference:

No of Job Holders: 7.25 WTE

Last Update : May 2016

### 2. JOB PURPOSE

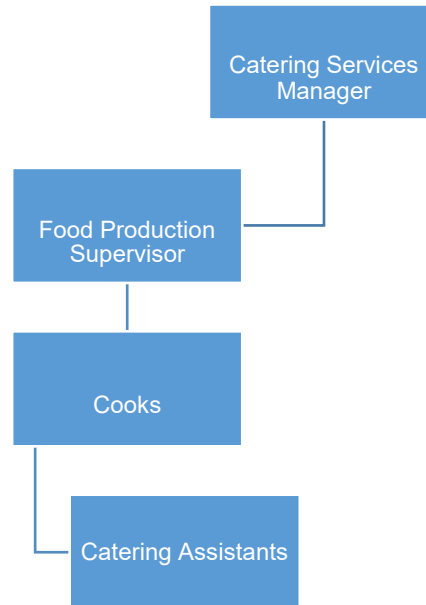
To work as part of the catering team, assisting in all aspects of food preparation, delivery, service, wash-up and cleaning duties relating to the provision of catering services to patients, staff, visitors and for functions. Ensure that security procedures are followed at all times. To maintain a clean, safe working environment and to assist in the delivery of all catering services.

### 3. DIMENSIONS

The postholder is required to work as part of a team to deliver a quality service as directed by policies and procedures which are monitored by supervisory staff. Catering Assistant will work between the Kitchen and Dining Room and may on occasion deliver food shortages to wards.

- To assist the cooking staff in the production of food (meals & snacks) to a high standard for patients and for use in the staff dining room and for Function/Hospitality demands throughout the hospital.
- To undertake basic food preparation / processing, production of salads and sandwiches. Some items are produced on a call order basis.
- To undertake the thorough cleaning of the department and the washing sanitisation of all catering equipment and utensils.
- General support with a range of meals, packing, distribution and cleaning.
- To undertake deep cleans of areas within the kitchen dining room as required.
- To undertake housekeeping duties within the kitchen staff areas, rest areas, and toilets changing rooms as required.
- To undertake housekeeping duties within the dining room, coffee lounge and toilets.

#### 4. ORGANISATIONAL POSITION



#### 5. ROLE OF DEPARTMENT

The provision of a high quality catering service to patients, staff and visitors.

To foster a good working relationship with other disciplines and facilitate the smooth running of the service.

#### 6. MAIN DUTIES

- Responsible for the basic preparation and cooking of meals / snacks including therapeutic / religious diets, bakery items and special functions.
- To plate and serve meals to hospital staff within the hospitals staff dining facility.
- To ensure that all hospital policy and procedures are understood and adhered to within the department with the special reference to the security of knives and cutlery in the catering department.
- To support the overall delivery of meals to patients and dining room.
- To monitor the standard / quality of food produced and interact with customers (particularly in the staff dining room).
- To comply with food hygiene regulations with regards to food service.
- To comply with HACCP system in relation to equipment cleaning and departmental cleanliness.
- Maintain high standards of personal hygiene.
- Organisation of goods within freezers and refrigerators taking account of date code and "last in first out" principals as required.
- Take temperature of food deliveries and record in temperature monitoring system (Monika).

- Careful use of all equipment and reporting of any faults / defects.
- To serve meals in the staff dining room and undertake cash handling duties in this area.
- To comply with health, safety and welfare regulations and adhere to all training, risk assessments which are part of the health & safety control book.
- To participate in all direct training and development activities provided by the hospital including on lines modules as required by the hospital.
- Cleaning and wash-up of all equipment, machinery, crockery and pans associated with the catering service. This includes deep cleans as required.
- Assist with food trolley delivery to wards.
- Monitor and record food waste within the wards and kitchen as required.
- On occasion deliver food shortages to wards for new admission as required.
- Store goods correctly and use stock on a rotational basis.
- To provide guidance to new members of staff relating to work practices.
- To undertake deep cleans of equipment and fixtures as required.
- To undertake housekeeping duties as required within the department.
- To comply with all statutory legislation, hospital policies and procedures.
- Participate in your annual Professional Development Review (PDR).
  - To operate an automatic dishwasher, pan wash.
  - To undertake the cleaning and checking of all food distribution trolley's.

## **7 ASSIGNMENT AND REVIEW OF WORK**

- Work will be assigned by the Food Production Supervisor or Cooks.
- Shift pattern determines work schedule.
- Management / supervisory staff monitor and review as appropriate.
- Catering assistants will be required to work without direct supervision in some areas/occasions.

## **8 COMMUNICATION AND WORKING RELATIONSHIPS**

The post holder will be expected to communicate regularly with the following:

- Catering Management, Supervisor, cooks and all other departmental staff.
- Housekeeping Staff.
- Estates Staff.
- Facilities Management.
- Ward Staff.
- Porters.
- Visitors.
- Delivery Staff.
- Maintenance Contractors.

## **9 MOST CHALLENGING PART OF THE JOB**

- Working within the parameters of the Food Hygiene Regulations and within the hospitals HACCP system.
- Ensuring tasks are completed in a timely manner whilst dealing with other deadlines.
- Working within a high security setting.
- Ensuring that security procedures and checks are followed / completed.

- Operating / cleaning potentially dangerous equipment e.g. Deep Fat Fryers, Combination Ovens and Slicing Machines.
- Dealing with customers who are in a hurry or have short break times.
- Dealing with late / ad hoc requests for meals.

## **10 DECISIONS AND JUDGEMENTS**

- The catering assistants will be required on occasions to make judgements involving a range of facts or situations, which require the analysis or comparison of a range of options (this is sometimes time critical).
- The catering assistants may require arranging for the “call out” of staff to provide adequate staff cover in the event of sickness/absence of a member of catering staff.
- To ensure that the Critical Control Points (CCPs) listed as part of the hospitals HACCP system are followed and recorded as appropriate.
- Ensure that food is produced in an approved way and presented/dispatched in an appropriate manner.
- Utilisation of food to ensure minimisation of waste. This includes portion control.

## **11a EQUIPMENT AND MACHINERY .**

- Floor cleaning machines.
- Slicing machines.
- Dishwashing machine.
- Pan wash machine.
- Waste disposal machine.
- Food trolleys.
- Combination ovens.
- Boiling pans.
- Fridges & Freezers.
- Mixers.
- Cash register.
- Food temperature probe.
- P C to complete mandatory on line modules, emails.

## **11b SYSTEMS**

- Working within the parameters of the Food Hygiene Regulations and within the hospitals HACCP system
- Ensuring tasks are completed in a timely manner whilst dealing with other deadlines
- Working within a high secure setting
- Ensuring that security procedures and checks are followed / completed
- Operating / cleaning potentially dangerous equipment e.g. Deep Fat Fryers, Combination Ovens and Slicing Machines

- Dealing with customers who are in a hurry or have short break times
- Dealing with late / ad hoc requests for meals

## **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

The State Hospital is a high secure mental health working environment that cares for individuals detained under mental health and related legislation. Patients detained are considered to pose a grave and immediate danger to themselves and the public. Working at The State Hospital involves being subjected to searching and security procedures, responsibility for keys, and working in a restrictive, locked environment. Constant awareness of security of security policies & procedures.

Physical Demands include:

- Standing – loading food into ward trolleys.
- Manual Lifting – deliveries and supplies.
- Walking – checking temperatures and deliveries.
- Working in both hot and cold environments.
- Noise levels.
- Required to work to schedules and timescales.
- Mandatory break away training.
- Physical movement of catering equipment, twisting, bending, kneeling, pushing.
- Movement of waste.

## **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

- Basic technical knowledge of safe food production techniques.
- Good knowledge of food hygiene practice.
- Royal Environmental Health Institute of Scotland Elementary Food Hygiene certificate. (training provided)
- NHS Scotland National Cleaning Services Specification. (training provided)
- HACCP (Hazard Analysis Critical Control Point) System. (training provided)
- Specification for carrying out deep cleans. (training provided)
- Knowledge of Health & Safety and COSHH (training provided)
- Knowledge of Moving & handling techniques (training provided)
- Knowledge of infection control practices. (training provided)
- Effective communication and positive interpersonal skills.
- Being able to maintain a methodical approach to work in order to ensure consistent service delivery.
- Ability to operate an electronic cash register and good customer relation skills.
- Ability to be flexible and adaptable.

## Person Specification

<b>THE STATE HOSPITAL</b> <b>PERSON SPECIFICATION</b> <b>Catering Assistant</b>		
<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications &amp; Training</b> Level of education, professional qualifications, training and learning programmes/courses		Elementary Food Hygiene Certificate - REHIS
<b>Experience</b> Length and type of experience, level at which experience gained		Working in large scale catering environment.
<b>Knowledge</b> Depth and extent of knowledge		Good knowledge food hygiene and safe working practices.
<b>Skills/Abilities</b> Range and level of skills i.e. communication (oral, written, presentation), planning/organisation, numeracy, leadership etc	Confident Communicator.  Ability to work well under pressure and prioritise workload.  Ability to work with little supervision i.e. using initiative  Ability to work as part of a team.  Ability to follow protocols for work areas.  Good Organisational Skills.	Ability to work flexibly.
<b>Specific Job Requirements</b> Environmental conditions, unsociable hours, car driver etc	Respect Confidentiality.	