



Eileanan Siar
Western Isles

Catering Assistant

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Western Isles Health Board
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Job Advert



**CATERING SERVICES DEPARTMENT
CATERING ASSISTANT
16.5 Hours per Week
Permanent Post
Band 2 - £19,609 to £21,615 pro rata
Plus £1,117 Distant Islands Allowance pro rata**

A vacancy has arisen for a Catering Assistant within the Western Isles Hospital, Catering Department. Duties could be in any section of the catering department and will include basic food preparation, food & counter service, receiving, checking & issuing of stock, stock rotation/security & maintaining a high standard of hygiene throughout the department.

Candidates should have good communication skills, and a self motivated approach to work and an ability to work on their own initiative. A basic food hygiene certificate is essential to the post and a full clean driving licence is desirable. You must be able to work flexible shift pattern, including weekends.

For further information and an informal discussion of the post please contact George Maciver, Catering Services Manager, Western Isles Hospital Tel: 01851 708133.

All NHS Western Isles vacancies appear on the NHS Scotland website: <https://apply.jobs.scot.nhs.uk/> along with a job description.

Any further queries please contact Tel: 01851 762027.

Closing date: 31 August 2021



Misneachail mu chiorramaich

1. JOB IDENTIFICATION

Job Title: Catering Assistant

Department: Hotel Services Department

Accountable to: Hotel Services Manager

Responsible to: Kitchen Superintendent/Cook in Charge

Job Reference:

Last Update: July 2016

2. JOB PURPOSE

To assist the organisation in providing both Patients, Staff and Visitors with a high quality person centred and safe catering service, by assisting with the preparation of food stuffs and contributing to the operation and cleanliness of kitchens, dining rooms and associated equipment whilst supporting the production, portioning, distribution and service of the meals and snacks.

3. SCOPE & RANGE

NHS Western Isles serves a population of approximately 26000.

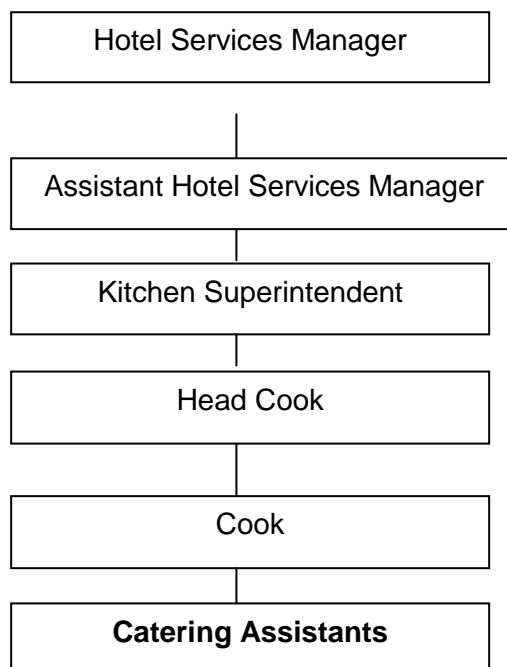
The Catering service is provided as part of the wider Hotel Services Function.

The provision of a high quality catering service within an acute hospital setting, as well as internal and external functions.

Catering Assistant works as part of a multi disciplinary team, delivering a high standard of catering services to Patients, Staff and Visitors.

Postholder must be flexible, adaptable and work to support other staff in the NHS Western Isles team

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

Provision of a Fresh Cook Catering Service in a Hospital/Healthcare setting, whilst working closely with ward/department staff to ensure high quality service provision.

6. KEY RESULT AREAS

- Present a catering service to patients and staff.
- Assist in the preparation of meals and services for patients, staff, visitors, external clients and hospitality functions.
- Clean crockery, cutlery, utensils, containers and small scale equipment manually and through machine washers.
- Clean floors, work surfaces, furnishings and related equipment manually and by use of machine.
- Prepare and present sandwiches within the remit of the Catering department.
- Assist Chef's with basic food preparation and cooking.
- Prepare and deliver ward stores and supplies to wards and departments.

- Clean and prepare ward food trolleys for meal service.
- Deliver food service trolley to wards.
- Assist with the cleaning, stocking and recording of vending machines
- Recording of food waste after each meal
- Appropriate disposal of waste as per waste management policy
- Comply with food hygiene regulations with regard to food service equipment cleaning and departmental cleanliness
- Comply with Hazard Analysis Critical Control Points, ensuring all relevant paper work is completed
- High personal hygiene standards
- Comply with Health and Safety regulations
- Adhere to manual handling/risk assessment/fire safety training
- Notify supervisor or other relevant staff of faulty equipment, building/equipment repairs, maintenance requirements, and requests for personal protective equipment/light equipment. Responsible for ensuring building security measures are undertaken for example locking doors, securing windows when these have been left unsecured.
- Participate as a team member
- Instruct relief staff in procedures when they are covering duties.
- Operate cash register at point of service
- Store goods correctly and use stock on a rotational basis. The post holder will follow all guidance and procedures relating to Healthcare Associated Infection to ensure their safety and that of others to prevent the spread of infection.
- Work together with Department in Performance and Development Reviews.
- Maintain confidentiality at all times.
- Work together with Policies and Procedures of NHS Western Isles and the Department.
- Demonstrate courteous behaviour
- It is possible that on occasion the postholder may be asked to work in other areas of the Hotel service. This is not expected to be on a frequent or regular basis and would only take place after appropriate training and support was given.

7a. EQUIPMENT AND MACHINERY

Following training, the postholder will be required to operate the following equipment:

- Floor Cleaning Machines
- Cash Register
- Slicing Machines
- Vegetable preparation machine
- Knives
- Dish Washer
- Food Mixer
- Cookers and Ovens
- Deep Fat Fryer
- Food Service Trolley
- Waste disposal units
- Dry/wet heat bain marie
- Blast chillers

7b. SYSTEMS

- Follow SOPs to ensure that the department is run in an efficient and safe manner.
- Completion of Stores Request forms
- Completion of own timesheet / holiday sheets / sickness notes.
- Reporting of faulty equipment to the Catering Supervisor or Estates department.
- Completion of paperwork relevant to post
- Completion of staff surveys
- Participating in relevant audits

8. DECISIONS AND JUDGEMENTS

- Workload will be determined by daily service requirements
- Supervisor monitors work performance according to work schedule
- While the postholder will normally work predominantly in a specific location, they may be asked to

work to support Catering services in other areas of the service

- Postholder is expected to follow closely all guidance, procedures and policies of the Department and Organisation, whilst using their own initiative to determine the order of work.
- When to seek advice from Supervisor
- The postholder will be expected to support other areas within catering issued by the Domestic Supervisor.

9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- The post holder is expected to meet service user needs to a high standard.
- Able to balance conflicting priorities within the given time
- Dealing with expectations of patients, staff and visitors
- Lack of communication of essential information which effects the completion of duties e.g. requests for dietary requirements.
- Patient choice - having to work around patients' needs and clinical service provision.

10. COMMUNICATIONS AND RELATIONSHIPS

Regular communication exists between the post holder and colleagues, supervisors, ward and departmental staff, and portering, patients and other staff within NHS Western Isles. External contact will be with delivery drivers, members of the public/visitors

- Catering Assistants will be expected to coach new staff on cleaning tasks further to the initial training carried out by Supervisor/Manager.
- To respect and support people's equality and diversity.

11. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Skills:

- Loading food / stock

Physical Demands:

- Standing for long periods of time
- Lifting stocks / supplies (up to 25kg individual unit)
- Movement of waste to disposal area (up to 5kg per bag)
- Movement of meal trolleys (up to 190kg loaded)

Mental Demands:

- Maintain level of general awareness during working day
- Concentration required when operating machinery and using cash registers

Emotional Demands:

- Dealing with verbal complaints

Working Conditions:

- Noisy environment
- Humidity from dishwashers
- Heat from stoves and ovens

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

No formal qualifications are necessary, as the post holder will be given the necessary training to undertake the relevant aspects of the job.

Post holder is required to

- Complete Healthcare support workers workbook
- Complete Catering services workbook.
- Attend Corporate Induction, Manual Handling, Fire Awareness.
- Basic Food Hygiene Certificate.
- NVQ level 2 desirable.
- Complete and maintain Learnpro modules
- Have the ability to work as part of a team or on own initiative.

- Have the ability to follow instructions.
- Possess good communication skills, including non-verbal communication skills.
- Ability to respond constructively to unpredictable situations.
- Be calm, focused and able to cope with work under pressure.

Following departmental training, the post holder is required to:

- Have a working knowledge of procedures and equipment relevant to post
- Operate mechanical and electrical machinery safely and effectively
- Have a knowledge of Health & Safety Policies and work procedures
- Have a knowledge of Infection Control Policy, Guidelines and Procedures
- To carry out their work effectively and safely.
- Good Customer Care Skills.
- Able to work under pressure
- Ability to be flexible and adaptable
- Basic computer skills eg: Learn Pro access/e-mail access

13. STANDARD ELEMENTS

Confidentiality

This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and the need to know it.

All personal health information is held under strict legal and ethical obligations of confidentiality. NHS Staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

Health and Safety:

Assist in maintaining own and others' health, safety and security.

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory

training.

- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.

NHS Western Isles attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.

Ensure own actions support equality, diversity and rights.

This involves:

- a) Acting in ways consistent with the Board's policies and procedures.
- b) Treating those you come into contact with equitably and with respect.
- c) Recognising the need for aids or adaptations.

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Date:

Job Holder's Signature:

Date:

Head of Department Signature:

PERSON SPECIFICATION

Job title: Catering Assistant
Department: Hotel services Department
Location: Western Isles Hospital, Stornoway

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	<ul style="list-style-type: none">• Previous catering experience	<ul style="list-style-type: none">• Previous catering experience (Healthcare setting)
QUALIFICATIONS & TRAINING	<ul style="list-style-type: none">• Willing to undertake on going refresher training e.g. fire, moving & handling, COSHH.• Basic education & literacy,	<ul style="list-style-type: none">• SVQ level 2, Catering services (or equivalent)• Basic Food Hygiene certificate.
KNOWLEDGE & SKILLS	<ul style="list-style-type: none">• Good communication skills• Good customer skills• Good knowledge of food safety legislation• Basic culinary skills	
DISPOSITION	<ul style="list-style-type: none">• Ability to work as part of a team.• Enthusiastic individual• Pleasant Personality• Ability to cope under pressure	



OTHER	<ul style="list-style-type: none">• Willingness to undertake further training	<ul style="list-style-type: none">• Possession of full UK. driving license
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The Western Isles, also known as the Outer Hebrides, are a chain of islands which lie 55km off the west coast of Scotland. The islands have a population of around twenty-seven thousand people.

Those who enjoy outdoor activities will find that the islands have a lot to offer. Outdoor pursuits such as horse riding, hiking, and fishing are popular, as are water sports such as canoeing, surfing, and kayaking. Further information about outdoor and sporting activities can be found on the Outer Hebrides Tourism Information website.

The local Council website provides information regarding schools, jobs, bus timetables, and opening times of the leisure centre.

The Board works in partnership with Hebridean Housing Partnership (HHP), which means that Key Worker Status will form part of their Housing Allocation Policy. For more information, please visit the HHP website.

If you have any specific queries regarding your move, please do not hesitate to contact your Line Manager, who will do their best to answer them.

Links

visitouterhebrides.co.uk
welovestornoway.com
hebrides-news.com
hebrideanhousing.co.uk
cne-siar.gov.uk



About NHS Western Isles

The Western Isles Health Board employs over one thousand members of staff, excluding GPs and Dentists. There are three main hospitals situated in the Western Isles:

Stornoway—Western Isles Hospital (Ospadal nan Eilean Siar)

Benbecula—Uist and Barra Hospital (Ospadal Uibhist agus Bharraigh)

Barra—St Brendan's Hospital

There are a number of GP and Dental Practices across the Western Isles. Community nursing services operate out of general practice premises and at community offices in key locations.

There are only two medical practices in Stornoway: the Broadbay Medical Practice on Francis Street (tel 01851 703588) and the Group Practice on Springfield Road (tel 01851 703145). Both have a pharmacy attached to the practice for the dispensing of prescriptions.

Web

wihb.scot.nhs.uk

The latest information about the Board's response to the COVID-19 pandemic can be found on the Board's dedicated website.

Web

coronavirus.wi.nhs.scot



Transport Information

The islands are accessible from mainland Scotland by ferry or by plane (please note that both services can be affected in the winter).

There are three airports on the Western Isles: Stornoway Airport, Benbecula Airport, and Barra Airport. The following destinations can be reached from these airports:

Stornoway Airport—Benbecula, Edinburgh, Glasgow, Inverness, Manchester

Benbecula Airport—Glasgow, Inverness, Stornoway

Barra Airport—Glasgow

All flights to and from the Western Isles are operated by Loganair.

If you live in the Highlands and Islands region of Scotland, you can apply for cheaper air travel through the Air Discount Scheme. Further information on the discounts available can be obtained via the Air Discount Scheme website.

There are nine ferry ports operating in the Western Isles. Routes run between the islands, as well as to and from the mainland. All routes are operated by Calmac. Further information on the individual routes, including timetables and prices, can be obtained via the Calmac website.



Links

Ferry Travel:
calmac.co.uk

Air Travel:
loganair.co.uk

Car Hire:
carhire-hebrides.co.uk
lewis-car-rental.com

Air Discount Scheme:
airdiscountscheme.com