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# JOB DESCRIPTION (JD)

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| **1. JOB DETAILS** | 5492A | |
| **Job Title:** | Catering Assistant | |
| **Responsible to:** | Catering Manager | |
| **Department & Base:** | Facilities Directorate | |
| **Job Reference number:** | ASC | |
| **2. JOB PURPOSE**    Working as part of the Catering Team, assisting in all aspects of preparation, service, delivery, wash-up and cleaning duties related to the provision of a high quality catering service to patients, staff, visitors and external customers. | | |
| **3. ORGANISATIONAL POSITION**    Please see attached | | |
| **4. SCOPE AND RANGE**  There are 60 staff within the Catering Department of which approximately 50 are Catering Assistants working in the Kitchen, Plated Meals and Dining Room areas.  The department provides a trayed meal service for approximately 260 patients plus a bulk service to a number of wards, Kelso and Hawick Hospital and provide care homes at all main meals and caters for up to 1,500 staff at main meal and break times over seven days per week.    The department is open from 07.00 hours to 19.30 hours and the Catering Assistants are required to work between these hours.  On occasions, Catering Assistants may be required to work outwith these hours and off site to cover functions.  To understand and comply with Staff Governance Standards and Healthcare Support Worker Code of Conduct. | | |
| **5. MAIN DUTIES/RESPONSIBILITIES**    These will vary between Kitchen/Dining Room.  This list covers all the main duties that would be expected of Catering Assistants:     * Maintaining safe systems of work, in line with local OH&S, manual handling and COSHH guidelines * Maintaining high standards of personal and general food hygiene as well as high standards of cleanliness throughout the department. * Receipt & Storage of supplies checking for quality, quantity, date coding and rejection and quarantine of non conforming products, as per Food Safety Assurance System * Record keeping including HACCP records (Food Safety Assurance System) * Preparation and face to face service of food and beverages for patients, staff, visitors and functions including salad, sandwiches, vegetables, chilled foods and commercially available pre-packaged foods. * Cleaning and wash-up of all equipment, machinery, crockery and cutlery associated with the above service. * Cash handling duties including EPOS tills, data collection and record keeping in line with standing financial instructions. * Cleaning and stocking vending machines both on and off site. * Topping up all cleaning materials in work area as appropriate. * Appropriate disposal of refuse adhering to segregation of waste guidelines for recycling. * Delivery of meals and provisions into patient areas and to other units which may include driving duties and care of delivery equipment, including vehicles. * Basic cooking duties in cook’s absence. * Delivery and collection of meal trolleys to internal wards. * Dealing with Customers face to face and by telephone and provide excellent customer care. * Locking department up at night making sure it is secure. * Rotate through the various sections of the Catering Department:-   Meal Delivery, External and Internal  Patient Food Service  Staff, Visitor and Hospitality Food Service  Stores  Dishwash  Trolleys  Portering  Salad Prep.  Sandwich Prep.  Pot wash   * Comply with the Organisation’s values of Dignity and Respect, Quality and Teamwork, Care and Compassion and Openness, Honesty and Responsibility at all times. * Comply with all Organisational and Departmental Policies and Procedures. | |
| 1. **SYSTEMS AND EQUIPMENT**   The post holder will be required to have a working knowledge of the following systems: -   * Menu System * Food Safety Legislation * HACCP System (Food Safety Assurance System) * Cash Handling procedures * Stores Requisition system * Cleaning Schedules including COSHH * Motorised Tug * Personal Protective Clothing   Catering Assistants will be required to use, dismantle, clean and re-assemble A wide range of specialised, high value, catering equipment. | |
| **7. DECISIONS AND JUDGEMENTS**    Frequency and nature of supervision on the job is such that there is always someone on hand  to provide guidance or it is available by telephone.  The areas of discretion are minimal and may include making decisions regarding:   * Minimising food waste * Reporting of faults and breakdowns * Initial point of contact for customer complaints * Issues with food trolley flow * Organisation of ad-hoc work load e.g. hospitality, extra meals, special requests * Deviation from normal routine/work schedule if necessary * Quality control of food service for patients, staff and visitors * Providing information on dish ingredients to service users | |
| **8. COMMUNICATIONS AND RELATIONSHIPS**    Catering Assistants will be required to develop and maintain effective, accurate communication links and working relationships with the following individuals or groups: -   * Catering staff and supervisors within the department. * Catering Management, catering stores, admin and clerical staff * Ward staff, nursing and clerical * Dietetics and Speech and Language Therapy Staff * Staff from other facilities departments including Estates, Transport, Delivery, General services and Laundry staff. * Customers/patients and members of public and staff, who on occasion could be upset or aggressive   Communications and relationships also extend to occasional provision of guidance, support and coaching to new members of catering staff and student placements during induction and on the job training. | |
| **9. PHYSICAL DEMANDS OF THE JOB**    The physical requirements of the job can be demanding and staff will spend most of their time  standing or walking and some lifting and handling of goods will be required.  Frequent, intense physical effort over long periods of time for the movement of food trolleys  requiring pushing forces of up to 12.5KG is required; - mechanical aid is provided. Occasional  lifting of up to 12.5 kg will be required.  Staff will frequently be exposed to unpleasant working conditions including;- wide variations in  temperature from hot and humid to refrigeration and freezing temperatures, direct exposure to  waste food and food smells as well as noise from various pieces of heavy industrial  equipment.  Staff are required to concentrate for long periods of time whilst serving patient meals and  require good co-ordination and dexterity.  The nature of the service requires staff to work to strict time schedules. | |
| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**     * Working within a strict time scale. * Ensuring that the standard of service provided meets the expectations and requirements of patients/customers. * Dealing with members of the public. * Maintaining high levels of hygienic practices. * Maintaining knowledge and awareness of current Food Safety Legislation Requirements | |
| **11**. **KNOWLEDGE TRAINING AND EXPERIENCE**  Essential:  1. Numerate, literate and practical  2. Good standard of personal hygiene and smart appearance  3. Elementary Food Hygiene  4. Customer care skills and good communication skills.  5. Moving and handling procedures  Desirable:    1. Experience of cash handling procedures  2. Waitress Service skills an advantage.  3. Experience of working in a large scale industrial kitchen  All catering assistants must be prepared to work towards SVQ Level 2 and Prevention and management of aggression and violence training including de-escalation. Training will be provided.  Staff will be required to use, dismantle where appropriate, clean and re-assemble a range of catering equipment including:   * Vending and dispensing machines * Hot and cold food service counters * Flight dishwasher * Floor scrubbers * Combi ovens * Deep fat fryers * Utensil washer * Slicer * Waste disposal unit * Ganymede Belt * Bain maries * Boilers * Cash registers * Food distribution trolleys   Training will be provided.  Staff must have knowledge of:   * Food Safety, * COSHH, * Health and Safety and * Moving and Handling Legislation. | |

**This job description is not definitive and may be subject to**

**future amendments following negotiation and consultation.**