



General Catering Assistant (Bank)

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Job Advert



General Catering Assistant (Bank – as and when required)

The Balfour

Band 2 £24,866 - £26,872 including Distant Islands Allowance pro rata per annum

The Catering Team provides 365 days per year cover which attracts enhanced rates (44% - 88%):

- **Saturdays - £18.22 – £19.72 per hour.**
- **Sundays and Public Holidays - £23.55 – £25.50 per hour.**

Are you passionate about food and looking for a flexible, rewarding role? The Facilities Service is excited to offer opportunities for enthusiastic relief staff to join our vibrant Catering Team at The Balfour.

In this role, you'll be an essential part of delivering a high-quality catering experience within our hospital, directly contributing to the well-being of patients, staff, and visitors. Our Catering Service plays a crucial role in providing three nutritious meals per day to up to 49 patients, as well as offering a popular public restaurant service that serves over 200 meals daily.

What You'll Do:

As a valued member of our close-knit team, you'll enjoy a variety of responsibilities, including:

- Preparing essential kitchen equipment for daily operations.
- Creating delicious sandwiches, wraps, and salads with care.
- Cooking basic yet vital food items that contribute to our high standards.
- Ensuring cleanliness by washing and drying equipment and utensils.
- Maintaining a pristine environment in both the kitchen and the restaurant.
- You'll work under the guidance of our experienced Supervisor Chef and Catering Team Lead, ensuring every dish meets our high standards.

Why Join Us?

- **Flexibility:** Cover shifts as needed, fitting your work around your lifestyle.
- **Team Spirit:** Work alongside a supportive and dedicated team.
- **Impact:** Contribute to the health and satisfaction of patients and the community.
- **Growth:** Gain valuable experience in a dynamic, fast-paced environment.

If you're ready to make a difference and take pride in providing exceptional food service, we'd love to hear from you!

If you would like further information about this role please contact Lorna Delday, Catering Team Lead, on 01856 888213 or email lorna.delday@nhs.scot.

If there are applicants that do not have an elementary food hygiene certificate, they will be able to undertake training towards this qualification which will be provided by NHS Orkney, through other partners.

This post is subject to a Disclosure Scotland check.

Job Description

1. JOB DETAILS	
JOB TITLE	Relief General Catering Assistant
SERVICE	NHS Orkney
DEPARTMENT	Facilities – Catering Services
GRADE	Band 2
LOCATION	The Balfour
REPORTING TO	Catering Team Lead

2. JOB PURPOSE

To work alongside and assist shift chefs to prepare high quality meals for the patients and the Balfour Restaurant.

To assist in the operation of the restaurant by manning the cash register and serving meals.

Provide a high standard of customer service at all times.

To provide cover as and when required in the Kitchen/Restaurant

To provide cover for the patients plated meal service.

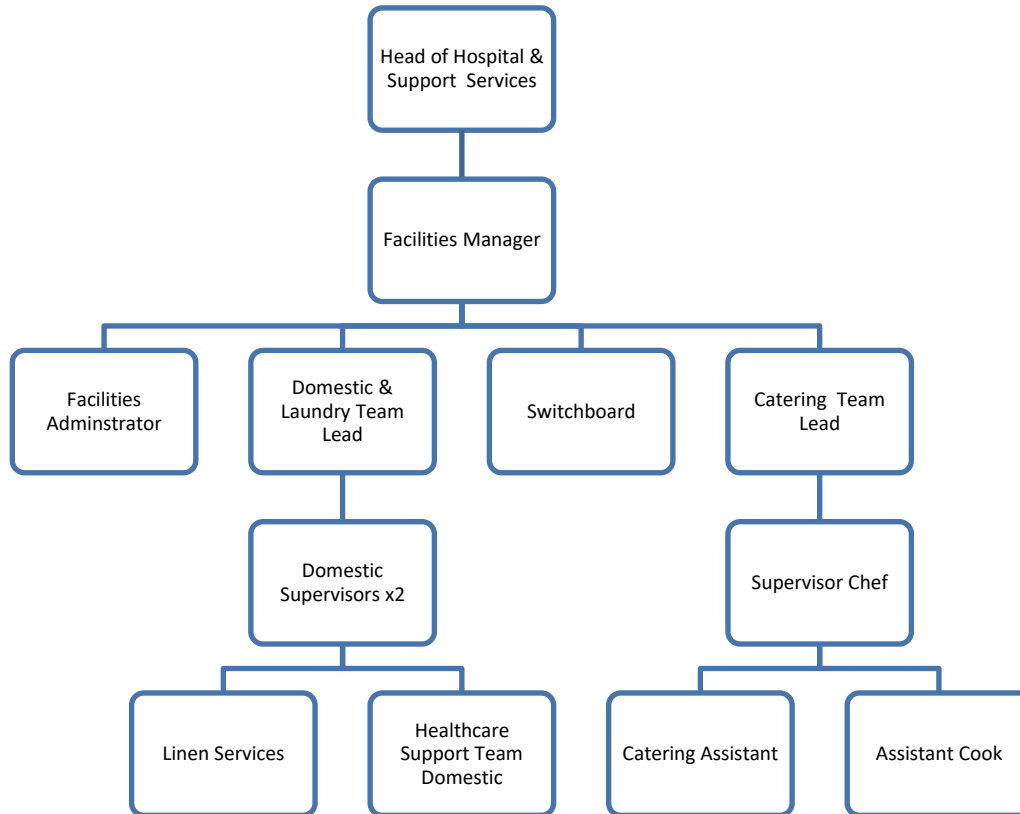
3. DIMENSIONS

The Catering Service provides a high-quality patient meal service to the Balfour, providing 3 meals per day for up to 43 patients.

A public restaurant is also provided for staff and members of the public, serving upwards of 100 meals per day.

NHS Orkney Catering Service holds the Healthy Living Plus Award and is required to meet the standards of this award.

4. ORGANISATION CHART



5. ROLE OF THE DEPARTMENT

Prepare meals to a high standard for patients, staff, and members of the public, to be served to patients in the hospital wards, and in the public restaurant.

Cater for functions as required, both internally and externally.

6. KEY RESULT AREAS

Preparing kitchen equipment for use before the arrival of other catering staff (turning on ovens, preparing workstations, etc).

Daily preparation of a selection of food items for serving in the restaurant (sandwiches, baguettes, wraps, cold sweets, etc.) covering a range of dietary requirements.

Preparation of salads, coleslaws and other salad items for canteen covering a range of dietary requirements, 2-3 times per week.

Cook basic food items including pasta, rice, noodles, and chips for the restaurant service.

Provide a counter service to customers in the restaurant while maintaining excellent customer service and a quality catering service.

To respond to the needs of service users in a compassionate and supportive manner.

Maintaining up-to-date knowledge of food hygiene, allergens and COSHH regulations.

Cleaning and drying equipment and utensils.

Regularly checking core temperatures of food items to ensure they are safe for consumption.

Complete HACCP and cleaning schedules

Carrying out cleaning duties in kitchen and restaurant, including deep cleaning fridges, serving areas.

To monitor stock and ensure that adequate levels are maintained, and that any requirements are communicated to chef/team lead and restaurant supervisor for ordering.

To ensure that correct stock is adequately rotated in the kitchen, restaurant, and catering storage facilities.

To ensure the catering department is secure at the end of each working day.

To ensure own completion of all mandatory training as required.

Responsible for managing own personal development with the support of line manager

Provide a high standard of customer service at all times

Cash handling, cashing up till

7. DECISIONS & JUDGEMENTS

Use of own initiative regarding quantities of food items to prepare without supervision on a daily basis.

Carrying out duties without direct supervision on a daily basis

Occasional lone working, taking phone calls and passing messages accurately to other members of the team.

Time management, working to a tight schedule to ensure meals are served on time several times per day

Provide a high standard of customer service at all times

8. ASSIGNMENT AND REVIEW OF WORK

Report directly to restaurant supervisor/chefs

Responsible for cold prep food items for patients and restaurant

Responsible for deciding correct quantities of food to prepare

Responsible for managing own time

Responsible for ensuring that duties are carried out timeously and to a high standard without direct supervision

9. COMMUNICATIONS AND WORKING RELATIONSHIPS

Verbal, written and face to face communication with:

- Internal and external staff
- Directors
- Visitors from other boards
- Visitors from Health Facilities Scotland
- Members of the public
- Patients visiting the restaurant.
- Suppliers/delivery drivers
- Colleagues

Ensure communication is effective at all times whilst providing a high standard of customer service.

Provide effective communication within the Catering Team to ensure that Service runs efficiently and to a high standard at all times.

10. MOST CHALLENGING PART OF THE JOB

Multi-tasking to a very tight schedule to ensure a high standard of service at all times

Maintaining a high standard of work while balancing duties between the kitchen and restaurant, often on a very tight schedule.

On weekends and public holidays post holder is required to carry out all cold prep and restaurant duties without assistance from other catering staff.

Showing professionalism and providing excellent customer service with difficult or disgruntled customers

Covering for staff absences and frequently picking up extra duties out with the remit of the role, particularly during busy periods.

Cash handling, cashing up till,

Full responsibility for managing restaurant during weekends

Full responsibility for all cold prep during weekends

11. SYSTEMS/EQUIPMENT

Kitchen

Combination Oven

Meat Slicer

MixerHot

Hot Water Boiler

Microwave

Brat Pan

Telephone

Dish Washer

Waste Disposal

Computer

Telephone

Other misc. catering equipment as required.

Restaurant

Bain-marie

Hot Plates

Water Boiler

Panini Maker

Toasted Sandwich Maker

Cash Register

Vending machine

12. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST

- Elementary Food Hygiene
- Moving & Handling
- COSHH Training
- Knowledge of Health & Safety
- Fire training
- Infection Control training
- NHS Orkney Induction
- Specific departmental training in use of catering equipment
- Good Knowledge/experience of working in a Catering Environment
- Knowledge of Special Diets/Allergens
- Allergen Training
- Knife skills

13. PHYSICAL EFFORT & SKILL

Standing throughout majority of shift
Frequent stooping over sink during pot washing
Frequent exposure to extreme temperatures
High noise level from extractors, fridges and dishwashers
Moving and handling of equipment and supplies with no mechanical aid

14. MENTAL EFFORT

Consistent attention to detail
Full concentration
Ability to multitask
Good numerical skills for handling cash and cashing up
Ability to remain calm and professional in a high-pressure customer service environment

15. EMOTIONAL EFFORT

Ability to remain calm and professional in a high-pressure customer service environment
Avoiding conflict as part of a small team in a high-pressure environment

16. WORKING CONDITIONS

Post holder will be working primarily in busy kitchen and restaurant environment.
There will be frequent exposure to extreme heat from catering equipment such as ovens and hot plates.
High noise level from Catering Equipment

Job Description Agreement	
Job Holder's Signature	Date:
Head of Department Signature	Date:

Person Specification

Job Title: Relief Catering Assistant
Department: Facilities – Catering Services
Location: The Balfour

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	Experience of working in a catering environment	Customer Service Experience
QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS		Allergen Training Elementary Food Hygiene
KNOWLEDGE AND SKILLS	Ability to multitask Good attention to detail Ability to follow protocols and procedures Understanding of the importance of confidentiality Good communication skills	Knowledge of Special Diets/Allergens Knife skills
DISPOSITION	Ability to work under pressure Good team worker Flexibility	

Introduction to Orkney and NHS Orkney



Lying off the northern coast of Scotland, between John O’Groats and the Shetland Isles, Orkney is an archipelago of over 70 beautiful islands; 17 of which are inhabited. The total population is approximately 22,000, with most people living on the Orkney Mainland. Kirkwall, the capital with its spectacular red sandstone 12th-century cathedral and a population of 7,500, is the administrative centre of Orkney with a good mixture of shops, supermarkets, and businesses.

Orkney is a wonderful place to live and offers excellent schools and leisure facilities, low pollution, low crime, unique wildlife, and amazing scenery. Although remote, there are excellent transport connections with numerous flights to Aberdeen, Glasgow, Edinburgh, and Inverness every day. There are ferry services to Aberdeen, Scrabster, and Gills Bay, and of course to the smaller isles in Orkney.

Orkney’s economy is based on agriculture, generating some £30 million per year. Farmers breed and rear beef cattle, dairy cows, and sheep of the highest standard. Orkney has international recognition for its food, with cheese, beef, lamb, and fish produce becoming well known; not to mention whiskey, beer, and gin. Tourism, oil, and the renewable energy sectors are increasingly important. Orkney is at the forefront of the renewable wave and tidal energy drive in the UK.

Kirkwall is a great place for children and a wonderful environment for a family. There is a very strong community spirit with a wide range of cultural and sporting activities for adults and children. Schools in Orkney are very good, with no private fees. Imagine all of this within walking distance of your home and workplace. For residents and visitors there is so much to see and do: playing a round of golf, fishing, kayaking, walking, cycling, diving, wind surfing and horse riding are but a few. The Pickaquoy Centre provides a modern well-equipped sports facility, swimming pool and entertainment centre. There are many cultural activities, with annual music, jazz and science festivals attended by internationally renowned artists and scientists. There is an extremely wide variety of activities for children



and young people. Homes are very affordable and with little traffic, travelling around the islands is easy.

According to the 2020 Bank of Scotland quality of life survey, for eight years in a row Orkney was crowned the best place to live in Scotland. The island took the top prize due to high employment levels, low crime rates, smaller primary class sizes along with good health and happiness scores. With its strong sense of community, picturesque landscape and rich archaeological treasures, the archipelago frequently wins the hearts of visitors.

Not only is Orkney one of the most affordable places to live in the UK, it also has one the highest employment rates, with 88 per cent of residents between 16 and 64 currently in work. The low crime rate means that many people do not even lock their front doors to allow the postie to place the post and packages inside the door. As for overall wellbeing, more than nine in 10 Orkney residents report good or fairly good health.

To find out more about living and working in Orkney go to www.orkney.com or www.orkneycommunities.co.uk and learn more about NHS Orkney at www.ohb.scot.nhs.uk.



Recruitment Process

The NHS Scotland Everyone Matters 2020 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values, the vision will continue to modernise the way we work, embracing technology and digital transformation.

All vacancies will be advertised on NHS Scotland's recruitment website:

<https://apply.jobs.scot.nhs.uk/>

Internal vacancies will be advertised on NHS Scotland's internal recruitment website:

<https://apply.jobs.scot.nhs.uk/internal/>

CVs are not accepted as a form of application; NHS Scotland's electronic application form must be used on the above links.

All adverts will close at midnight on the advertised closing date.

Our selection process will consist of the following assessments:

- **Application short listing** – application forms are reviewed and those meeting the role requirements will be invited to a competency-based interview
- **Interview/Assessment** – competency-based interviews have a focus on NHS Orkney's core values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

Any job offer will be subject to meeting the conditions of NHS Orkney's safer pre- and post-employment checks policy:

- **Employment references** - references should include current and previous employers covering the last 3 years of your employment history
- **Evidence of qualifications** – candidates will be required to provide evidence of their qualifications, including proof of professional registration if required
- **Medical assessment** – the Occupational Health service will make an assessment on your fitness to carry out the information provided in a questionnaire. In certain circumstances further information is required and Occupational Health may contact you by telephone or request that you attend for an appointment
- **Criminal conviction check** – all applicants who apply for posts which are exempt from the Rehabilitation of Offenders Act 1974 and who will have access to patients during their employment will be required to consent to a Disclosure Scotland Criminal Records Check or join the Protection of Vulnerable Groups Scheme.
- **Immigration, Asylum and Nationality Act 2007 – Prevention of illegal working** – candidates must be eligible to work in the UK, evidence of this must be provided.

For any queries relating to this vacancy, or our Recruitment Process, please email

ork.recruitment@nhs.scot

Equality and Diversity

NHS Orkney is committed to Equality & Diversity <https://www.ohb.scot.nhs.uk/about-us/equality-and-diversity>