#### Form JE 5



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| 1. JOB IDENTIFICATION | |
| |  |  | | --- | --- | |  |  | | Job Title: | Catering Admin | | Responsible to (insert job title): | Assistant Catering Manager | | Department(s): | Catering, Ninewells Hospital | | Directorate: | Support Services | | Operating Division: |  | | Job Reference: | **Sc06-2495(rev25)** | | No of Job Holders: | 2 | | |
| 2. JOB PURPOSE | |
| Provide a comprehensive secretarial and administration service to Catering department.  To ensure that all aspects of the service provision continue to meet the changing needs of the organisation | |
| 3. ORGANISATIONAL POSITION | |
| |  | | --- | | Head of Catering  (1)  NHST Retail Business Manager  NHS Patient Catering Manager  Catering Services Manager (1)  Assistant Catering Manager  **Catering Admin (This Post)** | | |
| 4. ROLE OF DEPARTMENT | |
| To provide comprehensive secretarial and administrative support to Catering Department in order to ensure the provision of services on site and locality.  The postholder undertakes duties in respect of Telecommunications, which involve responding to enquiries regarding patient meal ordering, and function catering bookings. The postholder will complete all payroll related duties within Ninewells and Royal Victoria Hospital sites.  The postholder reports through the structure above for all clerical and administrative duties within Catering Servies at Ninewells.  The postholder may have to demonstrate their duties to new and / or existing staff | |
| 5. KEY RESULT AREAS | |
| **Reception Duties**  Provide a secretarial and administrative service for Catering Department to ensure efficiency of department.  Provide an information service for callers (personal and telephone) to Catering Services ensuring enquiries are dealt with timeously and in a courteous manner, i.e. information and/or advice given/redirected to colleague’s other departments, wards etc.  Ensure that the administration area is maintained both to reduce hazard risks and to maintain a safe working environment.  Maintaining notice boards to ensure notices and adverts etc, are current and up to date  Issuing and keeping a record of keys for wards and departments  **Mail Duties**  Receive incoming mail, open/sort where appropriate, (ensuring any private and confidential mail remains unopened).  Sign for recorded delivery items for the department and ensure that they are dealt with appropriately.  Redirecting mail within Catering Department as required within the Catering Department as required.  **Typing Duties**  Provide copy-typing facilities as requested by managers, colleagues and assist in mail shots as required.  **Stock/Stationery Duties**  Responsible for stationery stock control, including monthly ordering to ensure adequate resources  Upon receipt of stationery order – check order against delivery note and place in stationery store ensuring the health and safety for self and others. Should any pieces of stationery be omitted from delivery the postholder will liaise with the Supplies department to ensure either delivery or recompense for the value of the item to the budget.  **Photocopying Duties**  Undertake photocopying as requested, ensuring copies are of acceptable quality.  Maintain photocopier by highlighting any faults or issues to company for repair.  Maintain log of output for charging users outside the department or checking against invoices requiring payments from company.  Laminating notices for Catering departments Filing Duties Maintain the departmental filing system by undertaking filing duties on a daily basis, ensuring information is filed in appropriate format. **Invoice Duties** Processing invoices for payment along with internal and external billing prior to forwarding to managers for authorisation Collation of usage figures for photocopying and laminating for wards and departments, passing to financial services for billing and payment Checking taxi service accounts against recording sheets on a monthly basis, passing to financial services for billing and payment  Compilation and distribution of monthly directorate endowment totals forwarding information to Finance Department at Ninewells Hospital  **Transport Duties**  Maintain booking diary for transport request required for Catering **Telecommunications Duties**Update and control records for Ninewells telephones, notify Ninewells of changes Update internal telephone directory  Issue of telephones, sockets, extension numbers, reporting faults as appropriate  Maintain a supply of replacement telephones  Respond to general enquires regarding telecommunications on site  Request repairs for payphones, i.e. cables, plugs, etc.  .  Ordering of stores for Catering through PECOS system.  Maintain records of allocated pagers to ensure correct rental charges are applied **Site Security Duties** Ensure swipe access is maintained, and details are updated to Catering Department  *To support NHS Tayside values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviors and attitudes.*  **Responsibility for Records Management**  All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. | |
| 6a. EQUIPMENTAND MACHINERY | |
| * Telephone * PC and IT Packages * General Office Machinery – Photocopier, Laminator, Fax machine etc. | |
| **6b. SYSTEMS** | |
| * Electronic ordering system/Pecos * SSTS/Payroll system * Internet/Intranet | |
| 7. ASSIGNMENT AND REVIEW OF WORK | |
| To provide comprehensive secretarial and administrative support to Catering Department within Ninewells Hospital in order to ensure the provision of services on site and locality.  The postholder undertakes duties in respect of Telecommunications, which involve responding to enquiries regarding patient meal ordering and function catering bookings. The postholder will complete all payroll related duties within Ninewells and Royal Victoria Hospital sites.  The postholder reports through the structure above for all clerical and administrative duties within Catering Services at Ninewells  The postholder may have to demonstrate their duties to new and / or existing staff | |
| **8. DECISIONS AND JUDGEMENTS** | |
| The postholders workload is unpredictable and is generated by the needs of the service, colleagues within the department and external influences, although they have the freedom to organise their workload on a day-to-day basis.  Deadlines will be mostly dictated by others, however how these are met will be at the postholders choice.  The postholder will have the autonomy to organise their own workload and will at their own request seek the assistance of (manager/supervisor) as necessary. | |
| 9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB | |
| Ability to multi-task as demand requires ensuring workload is completed to appropriate standard. | |
| **10. COMMUNICATIONS AND RELATIONSHIPS** | |
| The postholder will communicate directly with line managers, colleagues, and other staff on a daily basis  The postholder will frequently need to communicate with the general public, multidisciplinary NHS staff, NHS bodies and various external organisations (suppliers) via telephone, email and verbal/written forms of communication  Postholder must be able to communicate with individuals who may not have English as their first language or have an impairment which will need the postholder to communicate in a non-verbal manner. | |
| **11. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| **Physical**:   * Physical demands include sitting for prolonged periods of time in one position (1-2hrs) * Receipt, movement and storage of monthly bulk stationery order which includes boxes of copy paper weighing 12.5kg (average 20 boxes) * Walking for moderate periods around the site liaising with and supporting other service providers * Movement of furniture and fittings in accommodation as required, i.e. beds, wardrobes, lockers, tables etc.   **Mental**:   * Confidentiality, diplomacy and discretion are required at all times. * For invoice/data entry– need to concentrate for periods up to duration 30-40 minutes daily * The postholder is expected to respond to unpredictable work demands including frequent interruptions which can lead to a change of task on a daily basis whilst still being expected to complete tasks within given timescales. * Constant review of workload required to ensure objectives met.   **Emotional**:   * For invoicing, concentration for 30-40 minutes, 2-3 times daily   **Environmental**:   * Large periods of time will be spent behind the desk * Shared office can lead to noisy difficult working conditions causing frequent interruptions and stress. * To ensure compliance with NHS Tayside operating policy the postholder is required to undertake relevant training, i.e. Manual Handling, Fire Awareness. | |
| 12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | |
| **Induction Standards & Code of Conduct**  Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers Qualifications Higher National Certificate in Business Studies/Administration/Secretarial or SVQ3 or equivalent. High level of proficiency in Microsoft systems. Competent to undertake work on the types of systems and equipment for which the appointment is sought. Advanced keyboard and computer skills. Be familiar with the type of systems and equipment on which work is required to be undertaken. Possess technical knowledge and sufficient experience to avoid any danger that may be presented by the work to be undertaken. Excellent organisational, oral, written communication and interpersonal skills.  **Experience**  Previous experience of using IT packages, e.g. Word, Excel etc Skills Keyboard skills  Pleasant and helpful telephone manner. | |
| **13. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each job holder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature:  **(I confirm this Job Description accurately reflects the duties and**  **responsibilities of the postholder and does not impact upon any other**  **postholders role)** | Date:  Date: |