



Catering Assistant

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Welcome from Laura Skaife-Knight, Chief Executive

Thank you for your interest in this exciting position.

Orkney is a really great place to live and work. The relationship with our local community here is truly a special one, and like nothing I have experienced before.

We strive to look after our community, provide excellent care and grow local talent. We are also excited by the increasing diversity that our colleagues from elsewhere in the UK and the world bring to Orkney. If it's a move you are considering, like I did, you will no doubt have a lot of questions going through your mind about what it's really like to live and work on an island and you can find out more about living and working here in our *Introduction to Orkney and NHS Orkney* section.

Below is some helpful information about working here to help you as you do your own research. I hope that you find this pack useful, and that it helps you come to the conclusion that you should apply to work here.

We are proud to employ 800 staff across our community, primary and secondary care services. We call this team, Team Orkney, recognising we are one team, all pulling in the same direction.

NHS Orkney is on an exciting journey of improvement and has a bright future. Our Promise (vision) is: 'Looking after our community and providing excellent care.' Our Corporate Strategy - called "Delivering what matters to our community: 2024-2028" is our compass and sets out our year-on-year priorities.

Our values, aligned to those of NHS Scotland, are:

- **Open and honest**
- **Respect**
- **Kindness**

Our five strategic objectives, are:

1. **Place** – by 2028 we will be a key partner in leading the delivery of place-based care which improves health outcomes and reduces health inequalities for our community
2. **People** – by 2028 we will ensure NHS Orkney is a great place to work
3. **Patient safety** – by 2028 we will consistently deliver safe and high quality care to our community
4. **Performance** – by 2028 we will within our budget, ensure our patients receive timely and equitable access to care and services and use our resources effectively
5. **Potential** – by 2028 we will ensure innovation, transformation, education and learning are at the forefront of our continuous improvement

You can read more about our Corporate Strategy on our website: <https://www.ohb.scot.nhs.uk/nhs-orkney-corporate-strategy-2024-delivering-what-matters-our-community-2024-2028>

I believe in compassionate and visible leadership and creating an open, honest and transparent culture that supports staff to innovate, feel empowered to lead and to fulfil their true potential.

I want us to have a listening and learning culture here, where staff feel supported, valued, looked after and safe speaking up when they have concerns, including those about safety, and confident knowing they will be listened to and their feedback acted on.

It is important that we consistently listen to and respond to patient and staff feedback so that we can learn and continuously improve what we do.



It is also important to me that we have an inclusive culture and one where difference is celebrated, and where staff feel comfortable bringing their whole selves to work.

The final thing I would like to say to any prospective applicant who may be considering a move to Orkney is that the islands occupy an enviable location at the North of Scotland with breath taking beaches, hills, and rolling countryside right on our doorstep. Orkney has consistently come out top in national lifestyle and happiness surveys, and with an open and vibrant community, it is the perfect location to call home within a safe and welcoming community.

This, along with Orkney's direct flight connections to other major cities in Scotland and now further afield including London, means the area can offer staff so many rewarding opportunities for those in pursuit of finding the right work-life balance. If you'd like to discuss any opportunity, please get in touch with us and we'd be pleased to discuss further.

We recognise you will have many questions for us to help you to reach the right decision about your future. For me, choosing NHS Orkney was the best decision I ever made. I look forward to hearing from you, and I hope meeting and working with you.

We are on an exciting improvement journey – and you could be part of this.

Laura Skaife-Knight

Chief Executive

NHS Orkney





Job Advert



About the Organisation:

As Scotland's smallest health board, NHS Orkney is driven by a bold vision: looking after our community and providing excellent care. Whether you're starting your NHS journey or bringing expertise from another NHS employer, your skills will make a real difference to the health and lives of Orkney's 22,000 residents.

Our state-of-the-art healthcare facility, The Balfour, opened in 2019 and is home to modern inpatient wards, an emergency department, outpatient clinics, diagnostics, GP practices, and the Scottish Ambulance Service. Collaboration thrives here, ensuring exceptional care for every patient. Beyond our main facility, we're investing in our outer isles, enhancing services, and transforming patient care across our islands.

About Orkney:

Orkney itself is nothing short of magical. With over 70 islands (20 inhabited), this breathtaking destination offers stunning landscapes, unique wildlife, and vibrant cultural and sporting activities. Recognised as one of the UK's best places to live, Orkney promises a lifestyle like no other.

The Post:

An exciting opportunity has arisen for a General Catering Assistant to work within the Catering Team at the Balfour to provide assistance in all aspects of food preparation, restaurant operation and customer service.

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 service is also provided for staff and members of the public, serving upwards of 200 meals per day. This role will also entail providing assistance to the chefs, the service of food at the restaurant and delivering meals to wards.

The Candidate:

The successful candidate will work as part of a small team, providing a high standard of kitchen support under the direction of the Supervisor Chef/Retail & Restaurant Supervisor and Catering Team Lead.

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

Location, Working Pattern and Contract Duration:

This post will be based at **The Balfour**

The successful candidate will work: **Full Time 37 hours per week**

This post is on a **Permanent Basis**

It is a condition of this employment that you must live and remain a resident within the UK for the post in which you will be employed with NHS Orkney.

Benefits and Salary:

Did you know NHS Scotland salaries are higher than those in England, Wales, and Northern Ireland?

The salary for this post is on a **Band 2 £24,647 - £26,763** and if residing on Orkney, you'll also receive a Distant Islands Allowance of £1,587 pro rata per year, adding extra value to your rewarding career with us.

NHS Orkney also offers an attractive pension scheme, wide range of work life balance policies, employee assistance programme and various discounts to both local and national retailers.

Further Information:

If you share our vision and are ready to be part of Team Orkney, we'd love to hear from you. Your rewarding career starts here!

To find out more about this opportunity please contact Danny McCaig, Interim Catering Lead on danny.mccaig@nhs.scot

Interview Date: Monday 16th of June 2025

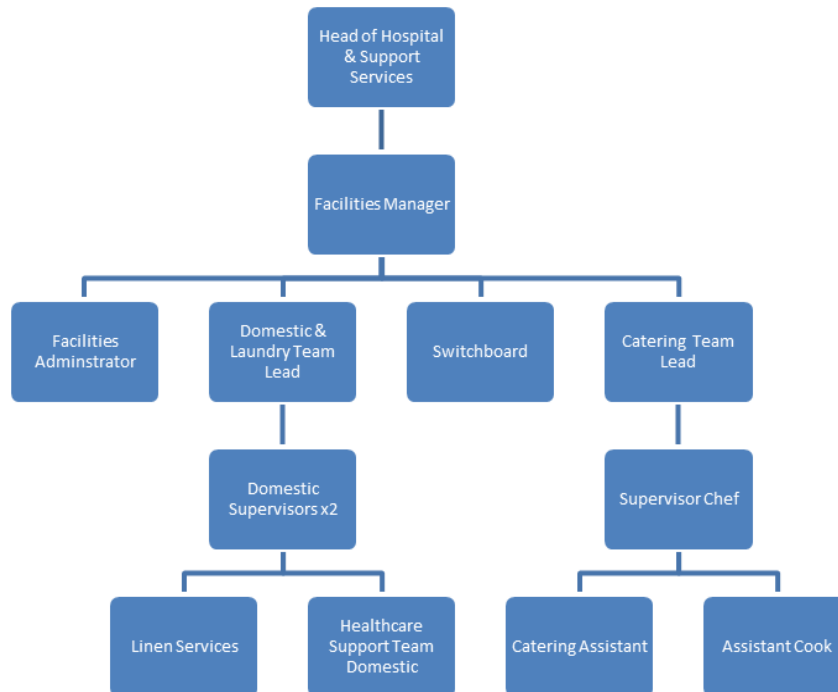
Job Description

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

2. JOB PURPOSE
<p>To work alongside and assist shift chefs to prepare high quality meals for the patients and the Balfour Restaurant.</p> <p>To assist in the operation of the restaurant by manning the cash register and serving meals.</p> <p>Provide a high standard of customer service at all times</p> <p>To provide cover as and when required in the Kitchen/Restaurant</p> <p>To provide cover for The Balfour Shop when required</p>

3. DIMENSIONS
<p>The Catering Service provides a high quality patient meal service to the Balfour, providing 3 meals per day for up to 43 patients.</p> <p>A public restaurant is also provided for staff and members of the public, serving upwards of 100 meals per day.</p> <p>NHS Orkney Catering Service holds the Healthy Living Plus Award and is required to meet the standards of this award.</p>

4. ORGANISATIONAL CHART



5. ROLE OF 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. Provide meal service for Northern Constabulary as required.

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 and shop 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 and COSHH regulations.
- Cleaning and drying equipment and utensils.
- Regularly checking core temperatures of food items to ensure they are safe for consumption.

- Carrying out cleaning duties in kitchen and restaurant, including deep cleaning fridges and 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 AND 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
- 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 PARTS 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
Mixer
Hot Water Boiler
Microwave
Brat Pan
Telephone
Dish Washer
Waste Disposal
Computer
Telephone
Other misc. catering equipment as required.

Restaurant

Bain-marie
Hot Plates
Hot 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 AND SKILLS

- 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: Catering Assistant

Department: Catering

Location: The Balfour

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	Experience of working in a catering environment	Customer Service Experience
QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS	Elementary Food Hygiene	Allergen Training
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 of 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>