NEW VICTORIA HOSPITAL

**JOB DESCRIPTION**

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| **POSITION INFORMATION** |
| 1. **Job Details** |
| Post/Title: **Pantry & Catering Assistant**  Responsible To: **Head Chef**  Accountable To: **Hotel Service Manager** |
| 1. **Job Summary**   (A brief description of the main purpose of the post) |
| To provide exceptional catering services to New Victoria Hospital’s patients, visitors and staff. |
| 1. **Role of the Department**   (The function of the department in which the post holder works) |
| To provide exceptional catering services to New Victoria’s patients, visitors and staff. |
| 1. **Key Working Relationships**   (The range of individuals and organisations the post holder has contact with, how regularly and for what purpose) |
| * Patients and their visitors * Consultants * All employees |
| 1. **Duties and Responsibilities of the Post** |
| **Pantry Responsibilities**   * To prepare the pantry area ready for the distribution of meals to patients by preparing trays and ensuring adequate supplies of beverages are available. * To serve and distribute meals and beverages to patients with the assistance of the other Pantry Assistants. * To ensure menus are carefully checked and any allergies are communicated to the Chefs. * To prepare and clear and ensure all necessary items are readily available (i.e. cutlery, glassware, iced water etc.). * Order forms to be collected from clinical areas and taken to the Kitchen (at 10.30 am and 1.30 pm). * Pre-ordered Consultant sandwiches to be distributed to the clinical departments.   **Dining Room Responsibilities**   * To prepare the dining room area ready for the distribution of meals to Staff and Consultants. * To ensure coffee machines are cleaned and toped up on a regular basis. * To ensure tables are clean and cleared at the end of each meal. * Ensure briefing with the Chef takes place prior to lunch and be aware of menu items and key ingredients. * To ensure portion is controlled and consistent. * To take pre-orders as and when required.   **General Responsibilities:**   * To ensure a clean as you go practice and the pantry and dining room areas on the ward are maintained to a high standard of cleanliness, taking into account the Food Safety Regulations. * To understand, operate & clean all electrical equipment safely and reporting any faults or repairs to the Chef or Maintenance Department. * To liaise closely with the Kitchen, maintaining stock levels and supplying food on request if available. * To ensure that areas under your control are left clean and tidy at the end of the shift. * To carry out any other reasonable duties as requested by the Chef on duty for smooth and efficient running of the catering department. * To ensure that all patients, visitors are dealt with in a manner befitting the high standards set within the hospital, making their visit as pleasant an experience as possible, thus enhancing the excellent reputation which the hospital already has within the community. * To liaise with other Departments of the hospital in a courteous manner and to relay any relevant information on the changeover of shifts. * To maintain a friendly and efficient service by providing information and details of the hospital facilities to patients and visitors, and by referring complaints to the supervisor. * To comply fully with food hygiene codes of practice, COSHH regulations and observe all Health and Safety regulations. * To wear full uniform whilst on duty. * To perform any other reasonable duties as and when required by the Chefs/Catering Supervisor.   **Administrative Responsibilities**   * To keep accurate records of food purchases and ensure a high level of security awareness of both cash taken and food available. * To ensure daily checks (eg. temperature checks, cleaning tasks) are carried out and recorded correctly. * To ensure that any incident, accident, fire, theft or damage is reported to the appropriate person without delay and reported on the Datix System.   This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time and where possible be in consultation with the post holder. |
| **INDIVIDUAL RESPONSIBILITIES** |
| 1. **General** |
| The post holder is expected to:   * Adhere to Hospital policies and procedures and relevant legislation including the requirements of any professional bodies * Understand and incorporate the organisational values into daily working practice:   + Compassionate   + Exceptional   + Ethical   + Charitable * Attend mandatory training as identified by the Hospital * Develop own knowledge, skills and experience through supervision practice and educational opportunities within the spirit of lifelong learning * Work as part of a team and collaborate with colleagues * Ensure good communication links are established with all other departments within the hospital * Maintain a high level of security awareness |
| 1. **Health and Safety** |
| Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors. |
| 1. **Risk Management** |
| All staff has a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly via Datix and to co-operate with any necessary investigations undertaken. |
| 1. **Confidentiality and Information Governance** |
| The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow the Hospital policies and procedures to ensure that hospital information is dealt with legally, securely, efficiently and effectively.  It is important that the post holder processes personal identifiable information only in accordance with the Hospital’s Information Security policy.  The post holder must manage the records they create or hold during the course of their employment with the Hospital in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. ISO27001, the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679), Freedom of Information Act 2000, Caldicott Guidelines and professional codes of conduct on confidentiality.  It is likely that the post holder will be in contact at some time with a form of information system, and therefore are responsible for implementing and maintaining data quality. The post holder, when making entries into the records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that all information recorded is accurate, complete and relevant. |
| 1. **Equality and Diversity** |
| Employees are responsible for ensuring that they assist in the implementation of this the Hospital’s Equality and Diversity policy by:   * Not discriminating in the course of their employment against fellow employees, customers, suppliers, or members of the public with whom they come into contact. * Not inducing or attempting to induce others to practice unlawful discrimination and reporting any discriminating action to the Hospital management. |
| 1. **Infection Control** |
| It is a requirement of the Department of Health that all Healthcare workers accept personal responsibility for compliance with infection control policies and procedures at any time when working in clinical areas. |
| 1. **Safeguarding Children and Vulnerable Adults** |
| It is the responsibility of the post holder to be familiar with their role and responsibility around safeguarding children and adults at risk. |

**PERSON SPECIFICATION**

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| Factor | Essential | Desirable |
| Qualifications | Good standard of general education | NVQ or equivalent in Catering |
| Knowledge | Customer care | Food hygiene standards  Knowledge of catering |
| Experience | - | Previous restaurant or canteen experience |
| Skills and aptitude | * Good communication skills * Ability to work under pressure |  |
| Personal Circumstances | May be required to work overtime  To work on a 7 days rota as and when required | Flexibility |