

JOB DESCRIPTION AND CANDIDATE PROFILE

Job title: General Catering Assistant

Responsible to: Head Chef

Accountable to: Director of Operations

Key working relationships: Chefs, Assistant Cook, all caregivers, Speech and Language Therapist.

1. OVERALL OBJECTIVE OF JOB ROLE

A General Catering Assistant is responsible for maintaining cleanliness and hygiene in kitchen and dining areas, assisting with food preparation, setting up and clearing down rooms, and ensuring adequate supplies of tea, coffee, and similar items in wards and other areas. They provide friendly and efficient customer service, comply with health and safety regulations, and participate in training to enhance their skills and knowledge.

2. MAIN DUTIES AND RESPONSIBILITIES

2.1 Main

- Serve staff and visitors at tables.
- Clean service and dining areas, crockery, glassware, and cutlery.
- Assist in the delivery and collection of hot/cold trolleys to designated departments/wards.
- Assist in food preparation as directed by the chefs. Clean and prepare fresh vegetables upon delivery. These must be labelled, dated, and stock rotated.
- Carry out washing up by hand or using a dishwasher. Clean items to be put away.
- Carry out daily cleaning as per the cleaning schedule. This must be completed, recorded, and signed off.
- Maintain stock control by rotating new stock with old stock and placing new items at the back. Date-check and label items where necessary. Label chilled food for the freezer with the product ID and the date it was frozen. When removing items from the freezer, label them with the date they were taken out (OOF) and a 3-day shelf life
- Follow hospital policy in dealing with customer comments or complaints.
- Assist with the preparation and service for functions, set up and make tea and coffee as necessary, transport food and/or drink to relevant departments. Help chefs with the preparation of food.
- Answer the telephone and relay messages if applicable.
- Accept payment via the iZettle machine, ensuring that all staff pay for their meals or food items at the time of ordering.

2.2 Equipment

- Clean and sanitise all equipment at the end of the shift, following your cleaning schedule. Record and sign off the cleaning. Adhere to all Dangerous Substances Policy data.
- Follow guidelines regarding manual handling where necessary around the kitchen. Always use trolleys to move items around the kitchen and wards.

- Report any faults or damage to equipment to the catering team leader and/or, in their absence, fill in an Accident and Incident report form.

2.3 Health and Safety

- Work at all times within the scope of the Health and Safety at Work Act of 1974 and the hospital policy for reporting accidents, incidents, hazards, and risk management.
- Maintain and protect the safety, confidentiality, and dignity of patients and families.
- Take an active role in the prevention and control of food poisoning and the spread of bacteria, including cross-contamination.

2.4 General

- Maintain the principles of the Data Protection Act of 1998 both within and outside of the hospital environment.
- Attend relevant team meetings and "Your Say" sessions.
- Read and be familiar with Holy Cross Hospital policies and procedures.
- Read, understand, and adhere to the food safety management system.
- Attend training sessions as scheduled.
- Perform any other reasonable duties consistent with grade and responsibility as requested by the General Manager.

PROFESSIONAL DEVELOPMENT

1	Participate in in-service & external training, as necessary and feedback on courses attended.	Learning and Development Policy
2	Take responsibility for own professional development, being committed to further development of own skills and knowledge actively seeking learning opportunities as appropriate.	ditto

HEALTH AND SAFETY OF ALL EMPLOYEES

1	The well-being and safety of all employees are paramount. The General Catering Assistant will perform all tasks with a thorough understanding of the Health and Safety Policy. You will be expected to participate in regular departmental health and safety inspections, and training sessions may be scheduled, potentially outside of regular working hours.	Health and safety policy
2	Work at all times within the scope of the Health and Safety at Work Act of 1974 and the hospital policy for reporting of accidents, incidents, hazards and risk management.	Health and Safety Policy
3	Take an active role in the prevention and control of infection.	Infection Prevention and Control manual

Risk Assessment

The post holder will be exposed to general and specific hazards associated with her/his duties. The associated risks are assessed as follows:

Hazard	Control Measures	Risk Rating*
Slips trips and falls	Wear appropriate shoes. Do not run.	1 x 3
Musculo-skeletal disorder arising from use of equipment or from manual handling.	Observe results of Work Equipment risk assessments. Do not work with equipment or undertake any lifting unless trained. Take sensible rest periods e.g. when using display screen equipment.	3 x 2
Falls from height	Observe results of relevant risk assessments	1 x 5
COSHH – contact with hazardous materials such as body fluids and chemicals	Observe results of relevant risk assessments. Use of gloves and other protective clothing when necessary.	3 x 2
Fire	Observe hospital fire procedures	1 x 5
Accident with vehicle	Adherence to good driving practice and care when a pedestrian in the grounds	3 x 3

(Score Likelihood x severity out of 5)

This job description represents an outline of the main components of the job and is not intended to describe every possible aspect or task in detail. It will be subject to additions and amendment as the need arises and in consultation with the post-holder. Additional tasks and responsibilities may be required from time to time and the post holder is required to be co-operative in performing them.

The Job Description has been agreed between the post holder and the person to whom he/she is accountable. It has been checked for potential discrimination against groups defined in the Equal Opportunities Policy and none were found.

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Post holder

.....
Print name

.....
Date

Personal Specification		
	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Basic Food Hygiene Certificate: (or willingness to obtain this) • Basic level of Written English and Mathematics 	
Experience	<ul style="list-style-type: none"> • Previous experience in a catering or food service environment. • Experience in customer service roles. 	<ul style="list-style-type: none"> • Experience in a healthcare or institutional catering setting.
Technical Skills	<ul style="list-style-type: none"> • Ability to work efficiently in a fast-paced environment. • Strong communication and interpersonal skills. • Ability to follow instructions and work as part of a team. • Basic food preparation skills. • Attention to detail and high standards of cleanliness 	<ul style="list-style-type: none"> • Ability to handle cash and operate a till
Personal Qualities	<ul style="list-style-type: none"> • Reliable and punctual. • Friendly and approachable demeanor. • Flexible and adaptable to changing demands. • Strong work ethic and a positive attitude • Proficient in written and spoken English: Demonstrates a strong understanding of written English and the ability to communicate effectively in spoken English. 	<ul style="list-style-type: none"> • Ability to work independently with minimal supervision. • Proactive in identifying and solving problems.