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| **Post Title: Catering Assistant – CPU** | **Post Reference:** |  |
| **Summary of the Role:**  The Catering Assistant’s role will be expected to deliver high quality and professional catering services to both staff and visitors and external contracts from the Central Production Unit (CPU) at Darlington Memorial Hospital  This role would be expected to follow the duties laid out by the Food Production Manager for the day to day production of cook chill food products and to ensure the accurate preparation, cooking and batching of food products in preparation for blast chilling whilst ensuring that the appropriate record keeping is maintained whilst working in a safe hygienic manner.  A friendly and approachable manner is essential as well as an individual who is willing to have a can do attitude on the delivery of a first class Catering Service | | **Reports to:**   * Food Production Manager |
| **Working Relationships & Contacts**  Key relationships include:   * Head of Catering * Food Production Supervisor * Retail Manager * Food Services Manager * Business Support Unit Staff * CDDFT Staff * Professional & Regulatory bodies and external advisors |

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| **Key Responsibilities** | |  |
| **Service Delivery**   * To work under the direction of the Food Production Supervisor to assist the cooking of nutritious and appetizing meals and snacks for staff and visitors, according to planned menu using specified recipes, methods and systems for cook chill catering to the highest possible standards – nutritional, temperature, quality, presentation, hygiene and safety and allergen regulations * To be involved in the preparation of all cook chill/freeze products, adhering strictly to standard recipes, methods and production planning adhered to. * Ensure high standards of food quality from point of purchase to meal preparation, cooking and service, ensuring quality control process throughout. * To be committed for the developing of new menu items for the Catering service * To ensure temperature monitoring and recording of all produced meals/foodstuffs and food storage equipment in accordance with standards as laid down in the Catering Departments Policies and Procedures and Hazard Analysis Critical Control Points(HACCP) * Assist with receipt, quality assurance and stock control of goods received into the catering stores. Correct storage and security of goods, adhering to stock rotation practices in accordance with HACCP. * Assist in Hygiene Audits and Cleaning Schedules inspections for your area of work is completed weekly, liaising with the Food Production Manager/Supervisor to ensure that any remedial work is carried out. * To assist in the general cleaning of equipment in accordance with agreed cleaning schedules. * To comply with cleaning schedules as specified * To display a high standard of personal hygiene   **Communication**   * Co-operating with other members of the CPU Catering Team to maintain and improve the present high standard of catering service, for staff and visitors and external contracts * To deal effectively and courteously with colleagues, patients and staff throughout the organisation and members of the public and to deal with customer complaints and concerns with a high level of customer service and passing these onto your supervisor to deal with or for information   **Human Resource Management**   * Attend all relevant training for specified role * Attend staff appraisals and performance reviews, ensuring that you have input in your personal development plans to maximise your potential to meet the department and Trust’s aims and objectives. * To ensure that policies and procedures are followed and adhered to. | | |
| **Job Dimensions** | | |
| * To support and assist the Food Production Manager/Supervisor in the provision of a highly professional catering service within the CPU at Darlington Memorial Hospital and to ensure that high quality standards are met at all times * To follow the policies and procedures laid down by the catering services in the day to day operational management of the CPU and to ensure a high quality and cost effective service * To ensure that food safety regulations are adhered to at all times. * Provide and maintain a highly customer focused facility. * Ensure that communication channels are maintained between appropriate staff / visitor / patient groups with regard to patient feeding. * Work in a safe manner so that no other persons are put at risk whilst completing the required duties. * Initially deal with any complaints / comments regarding the service in a courteous manner from Trust staff or patients. * Developing staff preferences, promoting flexible working arrangements, and encourage change of working practice following major life changing events.   **VALUES AND BEHAVIOURS**  The post holder is required to promote the Trust’s core values of care, quality, respect, leadership and achievement by adherence to the behavioural competencies as detailed on the Trust’s website/intranet site.  **COMMUNICATIONS AND WORKING RELATIONSHIPS**  The post holder is expected to liaise with other members of the catering team to enable the fulfilment of their duties. Your duties will bring you into contact with other groups e.g. Other Trust staff, patients and their visitors / carers, where a professional working manner should be adopted. Consideration should be shown to patients who show or have barriers to communication. When this contact includes members of the general public, common courtesy should be shown.  **IMPROVING WORKING LIVES**  All managerial and supervisory posts are expected to follow the principles of Improving Working Lives and specifically be aware of, understand, and apply fair employment policies/practices, and equality of opportunity. Commit to developing staff preferences, promoting flexible working arrangements, and encourage change of working practice following major life changing events.  **PERSONAL AND PEOPLE DEVELOPMENT**  Commit to developing self and others. All managerial and supervisory posts must ensure staff have equal access to career progression and are appraised annually and have a PDP.  **HEALTH AND SAFETY RESPONSIBILITY**  It is the responsibility of the individual to work in compliance with all current health and safety legislation and the Trust’s Health and Safety Policy and to attend any training requirements both statutory and mandatory in line with the Trust’s legal responsibility to comply with the Health and Safety and Welfare at Work Act 1974.  **INFECTION CONTROL**  It is the responsibility of all individuals to comply with infection control policies and to attend any appropriate training requirements in line with the Trust's responsibility to comply with Government Directives.  **CLINICAL & CORPORATE GOVERNANCE**  All managerial and supervisory posts will ensure compliance with Trust policies and procedures and clinical guidelines.  **RISK MANAGEMENT**    It is a standard element of the role and responsibility of all staff of the Trust that they fulfil a proactive role towards the management of risk in all of their actions. Members of staff are responsible for adherence to all Trust policies for the safety of staff and patients at work.  **CRIMINAL RECORD CHECK**  This post may be subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Criminal Records Bureau (CRB) to check for any previous criminal convictions.  **GENERAL**  This job description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service. | | |
| **Person Specification:**  (Please state Essential (E ) or Desirable (D) | | |
| **Knowledge and Skills**  Natural & enthusiastic staff member(E)   Ability to follow clear instructions and feedback to senior staff (E)    Effective interpersonal skills (E)     Able to work with minimal supervision following set procedures. (E)     Flexible approach to work and adaptable to change(E)     Good manual dexterity, physical fitness(E)     Good timekeeping(E)     Basic numeracy(E)   Basic Keyboard skills (E)    Knowledge of food safety and allergen regulations (E)  Effective interpersonal skills (E)  Clean Driving Licence (D) | **Experience**  Effective interpersonal skills **(E)**  Industry experience within catering services **(E)**  Committed to quality customer care/delivering excellent customer service.(E) | **Qualifications**  Level 2 Certificate in Food Hygiene or working towards it **(E)**  Customer care experience**(D)**  Food allergen awareness**(E)**  A good standard of literacy and numeracy **(E)**  COSHH **(D)**  Health & safety **(D)** |
| **Core Behaviours** | | |
| * High level of integrity, openness, honesty and reliability e.g. in handling and discussing confidential information * To commit to delivering the actions in SCL and the Trust’s Behaviours Framework * Working together for patients * Respect and Dignity * Commitment to quality of care * Compassion * Improving lives * Everyone counts.  * Cs of Care – is able to show knowledge and understanding of promoting care, compassion, competence, communication, courage and commitment within their role. | | |
| **Leadership Behaviours** | Provide leadership in promoting good governance through core behaviors  Actively encourage culture of ideas and change | |