

# Role Profile

*because  
you matter*

**St Nicholas**  
Hospice Care

A Registered Charity No. 287773

**St Nicholas Hospice Care** is a local charity providing help, advice and support to people in West Suffolk and Thetford, who are facing dying, death and grief.

<b>Job role</b>	Chef
<b>Department</b>	Catering
<b>Reports to</b>	Head of Retail
<b>Location</b>	Bury St Edmunds Head Office and Retail Site

## Background Information

---

The catering team provide in house, homemade quality nutritious meals and snacks to our patients, staff and customers daily across two sites.

## Job Summary

---

Contribute to the production of a high quality catering service ensuring that creative, well-presented quality food is appropriately provided whilst continually monitoring and evaluating.

Assist with setting and working to agreed standards to meet the changing needs of the organisation over a 7 day rota system, whilst complying with all health and hygiene regulations.

# Key Accountabilities & Responsibilities

---

## Kitchen

- Responsible for the day to day running of the kitchen & ensuring orders are placed in Catering Manager's absence.
- Responsible for organising hospitality, functions & day to day requests in Catering Manager's absence.
- Prepare, cook and serve food and beverages for patients, employees and visitors in all areas, ward, bistro and Haven garden café as well as events for the hospice.
- Delegate work to relevant Kitchen / Catering Assistants & volunteers, ensuring that appropriate training is given to maintain agreed standards and working practices.
- Support Catering Assistants with serving & cashing up in the Bistro.
- Ensure the presentation of all food meets agreed standards appropriate to service needs.
- Checking & reporting faults on all equipment in Catering Manager's absence.
- Ensure stocks are appropriately maintained and are of a quantity to meet the changing needs of the organisation in satellite areas.
- Ensure waste is kept to a minimum and accurately recorded.
- Ensure the proper and economical use of all materials and equipment and appropriate portion control is implemented at all times.
- In conjunction with the Catering Manager assist with the development and monitoring of standards and good working practices.
- Daily checking and recording of fridge and freezer temperatures in all areas.
- Checking expiry dates of stocks in refrigerators.
- Cleaning of kitchen areas to agreed policies and standards to reach all food hygiene and health and safety standards.
- Cleaning of all cutlery, crockery and equipment used for catering purposes.
- Take an active part in developing the food service across all departments.

- Ensure all food hygiene training & other mandatory and statutory training is kept updated.

#### **Ward**

- In conjunction with the Catering Manager, plan menus to a standard which meets culinary, nutritional, budgetary and dietary requirements, adapting at short notice to meet patient need, working in a flexible manner.
- Consult with clinical colleagues regarding special dietary needs of patients and ensure nutritional assessment form has been completed and is on kitchen file.

#### **Bistro**

- Operating & cleaning barista coffee machine.
- Operating a till and cashing up monies received.
- Preparation & service of meals in the Bistro, including breakfasts, Paninis, toasted sandwiches and other hot food to a high standard of presentation.

## Key Working Relationships

---

Colleagues – provision of catering service to all

Patients - daily

Visitors - daily

Contractors - occasionally

## Job Scope

---

<b>Decision making level</b>	Day to day decisions in running the kitchen. Decision maker in Catering Managers absence.
<b>Financial resources</b>	Processing payments. Ordering supplies in Manager's absence.
<b>Other resources</b>	Responsibility in maintaining and reporting equipment defects.
<b>People management</b>	Supervise Catering Assistants, Kitchen Assistant and volunteers.
<b>Legal, regulatory and compliance responsibility</b>	Part of a team that maintains high food hygiene standards to comply with those of the Environmental Health Department, in order to maintain maximum star rating.

# Person Specification

---

## Knowledge, qualifications and experience

- City in Guilds 7061/2 **or** NVQ Level 3 in Catering **or** relevant catering experience
- Current knowledge of regulations relating to health & safety and food hygiene
- Good general education – numerate and literate
- Catering experience in a health care/nursing home setting
- Able to work with a wide team of volunteers
- Able to lead and work as part of a team
- Committed to maintaining high standards of service
- Flexible in approach to working pattern and providing cover for team when required
- Catering skills are flexible and can be adapted to meet changing organisational needs
- Excellent communications skills and able to converse with a wide range of people
- Able to actively contribute to the setting and continual monitoring of standards for the production and presentation of food and meet these standards
- Show awareness of sensitive situations and adapt working accordingly /show consideration to patients and relatives needs

## Other

---

- Attend meetings which maybe outside of normal working hours e.g. weekday afternoons to actively contribute to the continual monitoring and development of the service and setting of standards.
- Role can have close contact with patients and family.

# Standards and Expectations

---

## **Policies and Procedures**

All Hospice employees are expected to follow policies, procedures and guidance as well as professional standards and guidelines.

## **Confidentiality / Data protection**

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person. You should make yourself aware of the requirements of the Data Protection Act and follow hospice procedures to ensure appropriate action is taken to safeguard confidential information.

## **Health and Safety**

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending training as required.

## **Safeguarding and Mental Capacity Act**

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

## **Infection Control**

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable Infection.

## **Equality and Diversity**

We recognise and encourage the valuable contribution that people from all backgrounds and experiences bring. You will treat all individuals on the basis of merit and without prejudice.

## **Volunteer Assistance**

The Hospice has the advantage of being supported by many volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job and at all times you will be expected to treat volunteers with respect and value their contribution.

## **Job Description**

This Job Description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

## **Values**

Our core values guide the way we work together to care for our people and support their loved ones. Our values, which are rooted in the charity's early days, create our culture and are a combination of all our actions, behaviours and decisions.

**Our values are Compassion, Accountability, Respect and Equity.**

March 2024