

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.

Job Role	Catering Assistant
Department	Catering
Reports to	Catering Manager
Location	Bury St Edmunds Head Office and Clinical Site

Job Summary

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

The role of Catering Assistant is to contribute to the production of a high quality catering service to meet the changing needs of the organisation whilst complying with health and hygiene regulations.

Key Accountabilities & Responsibilities

Catering Assistants will be required to be trained in all below areas to enable flexibility within the team.

KITCHEN

- Undertake basic preparation of food and beverages to agreed standards under the direction of the Catering Manager or Chef
- Provide support and guidance to kitchen volunteers
- Assist with catering functions within the Hospice including the preparation of food
- Daily checking and recording of refrigerator temperatures
- Checking orders, rotating and putting away of stock
- Check and maintain kitchen refrigerator, kitchen stock levels and disposal of out of date food
- Checking expiry dates of stock in kitchen
- Clean and restock Hospice vending machines as and when required
- Cleaning cutlery, crockery and other equipment used for catering purposes using dishwashing aids

- Cleaning the kitchen area to agreed policies and standards to reach all food hygiene and health and safety standards, recording on cleaning schedules as cleaning tasks are completed daily
- Responsible for opening up & shutting down of kitchen, and locking up the kitchen when Catering Manager or Chef Supervisor not present

BISTRO

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

WARD

- Deliver excellent service and support by working within the agreed procedures ensuring safety and well-being of the patients
- Covering of all meal times on Sylvan Ward to feed patients directly and provide main meals for all other areas within the hospice in the absence of the Chef

Key Working Relationships

Colleagues – provision of catering service to all

Patients - providing meals and assistance with feeding where required

Visitors - providing food when required

Contractors – occasional maintenance issues

Job Scope

Decision making level	<ul style="list-style-type: none"> • What food to make in bistro & menu for patients when required
Financial resources	<ul style="list-style-type: none"> • Processing payments and cashing up till at end of day
Other resources	<ul style="list-style-type: none"> • Report faulty equipment to Catering Manager or Chef • Report faults to correct supplier in absence of Manager or Chef • Order any food products in absence of Manager or Chef • Communicate the replacement of products to Manager or Chef
People management	
Legal, regulatory and compliance responsibility	<ul style="list-style-type: none"> • Part of team that maintains high food Hygiene standards to comply to those of the Environmental Health Department to maintain maximum star rating.

Person Specification

Knowledge, Qualifications and Experience

- Food Hygiene Qualification – Foundation Level (Retraining to be provided to ensure up to date)
- Catering experience
- Good level of literacy and numeracy
- Understanding of hygiene control standards and the importance of adhering to these

Skills and Abilities

- Ability to follow instructions and to work on own initiative
- Ability to work as part of a team as well as unsupervised
- Committed to maintaining high standards of service

Other

Flexibility to

- work across hospice sites as business need determines
- work on weekdays and occasional week-end
- help with events and functions outside of normal working hours
- alter and extend hours, to provide annual leave cover for other Catering Assistant

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