

# Role Profile

**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>	Catering Assistant (Haven Café)
<b>Department</b>	Catering
<b>Reports to</b>	Catering Manager
<b>Location</b>	The Haven Café, Haverhill Hub

## Job Summary

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

## Job Purpose

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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

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

- Undertake basic preparation of food and beverages to agreed standards under the direction of the Catering Supervisor or Catering Manager
- Provide support and guidance to volunteers
- Assist with catering functions within the café 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- Check and maintain kitchen refrigerator, kitchen stock levels and disposal of out of date food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

- Cleaning cutlery, crockery and other equipment used for catering purposes using dishwashing aids
- Cleaning the kitchen and café areas 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
- Deliver excellent customer service
- Operating & cleaning barista coffee machine
- Operating a till & cashing up monies received

## Key Working Relationships

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Colleagues – provision of catering service to all

Visitors - providing food when required

Contractors – occasional maintenance issues

## Job Scope

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

## Person Specification

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### 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

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**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

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## **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