

## Job Description – Catering Assistant (Haven Cafe)

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Reports to:	Catering Manager
Location:	Haverhill Hub, Haverhill
Job Purpose:	To supervise the day to day running of the Haven Cafe, delivering a high quality catering service and ensuring compliance with health and hygiene regulations.

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### Key Responsibilities:

1. Undertake basic preparation of food and beverages to agreed standards e.g. hot meals, sandwiches, cakes and savouries.
2. Serve food and drink to agreed standards of presentation and customer service.
3. Supervise a small team of cafe volunteers, supporting recruitment, induction and training activity and ensuring communication of wider Hospice information.
4. Act as an Ambassador for the Hospice, informally marketing Hospice services and building relationships with the community and local organisations.
5. Daily check and recording of refrigerator temperatures.
6. Check off of orders, rotating and putting away of stocks.
7. Check and maintain kitchen refrigerator and kitchen stock levels
8. Check expiry dates of stocks in kitchen and dispose of out of date food stuffs.
9. Maintain stock levels of basic food preparations and assist with catering functions within the Hub.
10. Operate the till and EPOS system, cashing up monies received, submit daily takings sheet and resolve any minor operational difficulties.
11. Clean cutlery, crockery and other equipment used for catering purposes using dishwashing aids and maintaining stock levels in relevant areas.
12. Clean 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.
13. Liaise with suppliers as required.

14. Suggest ideas for service improvement or customer experience

## **Special Features of the job**

Attend monthly team meetings which maybe outside normal working hours e.g. weekday afternoon to actively contribute to the continual monitoring and development of the service and setting of standards.

## **Personal Development**

- All staff and volunteers in the Hospice are encouraged to contribute to identifying and meeting their own job-related development needs. This will be achieved through a variety of processes including regular 1-2-1's with Line Managers or senior colleagues, annual appraisal and development reviews.
- All employees are subject to an annual appraisal and to maximise the benefit from this process the employee must engage fully in the review and agree with their Line Manager organisational, team and personal objectives.
- Each employee must co-operate and attend all appropriate mandatory and statutory training as required by the organisation and /or their professional bodies.

## **Health and Safety**

- All staff have responsibilities to ensure that our working environment continues to be a safe, secure, healthy and fulfilling place to work.
- Employees of St Nicholas Hospice Care are required to work in line with the Health and Safety Policy to ensure not only their own health and safety, but that of others too.

## **General**

- At the heart of our strategic vision, our "One Team" approach aims to support creative and flexible responses from every member of our workforce in order to benefit each and every person using our services, from clinical care, retail, fundraising, education and the support services. There is an expectation for everyone to support colleagues beyond their own team.
- Ensure that all within the team have a grasp of the Hospice's structure, values and purpose and have opportunities for involvement in its further development.
- Ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.
- Promote and foster the Hospice's reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- Undertake any other duties which may be reasonably required.
- The philosophy of the Hospice is based on a multi-skilled, cross-departmental approach. Staff regardless of grade or discipline, are required to participate in this concept. The role of volunteers is integral with the work of St Nicholas and paid staff are required to underpin this in their attitude and actions.

- All staff must be sympathetic to and able to project the philosophy and concept of hospice care.
- The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing and providing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.
- This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder.

## **References:**

Recruitment Policy  
Education and Training Policy  
Disciplinary Policy  
Health and Safety Policy

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Job Description dated: October 2017