

JOB DESCRIPTION

Job Title: Catering Assistant

Department: Facilities Department

Reports To: Head Chef

Hours/Job Share To be worked over a 7-day rota

The Role

You will work as part of St Oswald's catering team supporting the Chefs in the preparation and provision of attractive and nutritious meals for patients, children, staff, volunteers and visitors.

You will also provide additional cover for holidays and sickness outside of normal working hours if required by mutual agreement.

Main Outcomes and Responsibilities

1. Assist in food preparation and service:

Assisting the chefs to ensure timely and efficient preparation and service of food items according to specified recipes, dietary requirements, and service standards for patients, visitors, staff, and events. This includes coordinating with nursing and volunteer staff to facilitate smooth meal service operations and maintaining cleanliness and organisation within the kitchen environment. Contributing to ensuring that meals meet service user's needs, and patient feedback remains consistently positive

2. Perform general kitchen duties:

Maintain cleanliness, organisation, and hygiene within the kitchen environment through washing up, cleaning equipment, and adhering to health and safety regulations to minimise the risk of contamination and promote a healthy workspace.

Risk Management including Health & Safety

We take the safety of our staff, volunteers, patients and their families seriously. We have a full suite of Health and Safety procedures and training that we'll ask you to sign up to and we expect you to complete all our essential health and safety training.

Team Working and Conduct

Team work is core to the role and you will work as a positive team member. Our Respect at Work Policy, values and People charter help to guide everyone in how we live this day to day.

Confidentiality

You will have access to confidential information, so it's important that you maintain the highest confidentiality of service users, members of the public, staff and volunteers in accordance with St Oswald's Hospice's information governance policies and GDPR legislation.

New Tasks

This profile provides an overview of the most important parts of the job however all jobs shift over time and so we may ask you from time to time to carry out new tasks. These will fit with the remit of your role and your manager will guide and direct you.

Substantive changes will be carried out in consultation with the post holder.

RISK ASSESSMENT

Non Clinical Administrative

DISCLOSURE / LEVEL

Enhanced DBS required

PREPARED BY/ DATE

Head Chef - 25th March 2025

About you (the Person Specification)

Qualifications, Training and Education

At St Oswald's we recognise that not everyone gains their expertise via an educational route. You may have gained your experience through a combination of paid work, internship, and voluntary work. In the skills section you will see what we are looking for. As a guide a current Level 2 certificate (or above) in Food Safety and an Allergen training certificate would be an advantage however full training will be provided if you don't have this already.

Knowledge

An understanding of food hygiene principles, basic food preparation, Natasha's Law and HACCP.

Experience

Basic catering experience to include:

- Safe and efficient knife skills
- Proficient use of usual commercial kitchen appliances
- Excellent customer service
- Maintaining a clean environment

Qualities

- Commitment to confidentiality and discretion
- Flexible
- Adaptable
- Able to work on your own initiative
- Passionate about food and cooking

Skills

- Able to work as part of a team
- Be able to talk to patients, children and their relatives in a friendly manner, particularly regarding meals and menus
- Ability to work as part of a close knit team and communicate effectively with one another
- Strong organisation and time management skills
- The ability to remain calm and work comfortably under pressure

Your values

You will embrace and demonstrate our values of:

- Safe and supportive
- Positive and Can Do
- Accountable and Authentic
- Caring and Compassionate
- Excellence and Innovation

Working Arrangements

This post will initially be based in the main kitchen in the Adult Hospice, but will be required to carry out duties throughout St Oswald's, as necessary.

Signed

Date