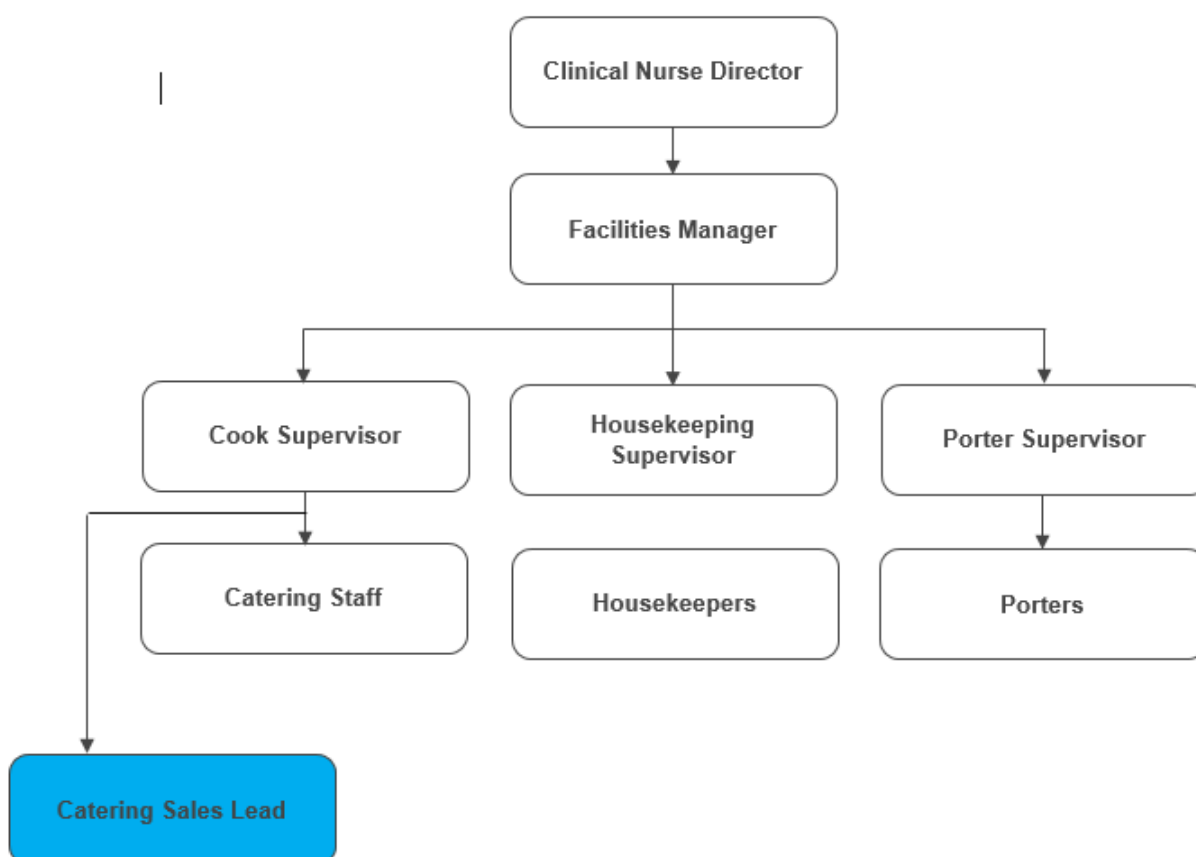


JOB DESCRIPTION

Job Title:	Catering lead
Department:	Facilities
Post Holder:	tbc
Pay Scale:	Ancillary 2
Reports to:	Facilities Manager

Organisation Chart:



Job Purpose:	<p>To ensure a high standard of service to patients, visitors, and all staff.</p> <p>To work as part of a team of catering staff as well as on your own, using initiative.</p> <p>To have a responsible attitude towards the duties required.</p> <p>To have an understanding attitude to the service provided in the hospice setting.</p> <p>To be flexible to meet the needs of the service which provides meals for the ward as well as staff</p>
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The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

Role Responsibilities:

- Maintain excellent communication and working relationships within own team and with staff in other departments.
- To assist in the catering department where required with cold food preparation, cleaning and cooking duties, stock control, deliveries and any other duty required.
- Ensure stock is stored securely, appropriately and rotated correctly
- Operate and control food related services, providing interesting and innovative menus which are good value for money.
- Covering varied shifts to meet the needs of service.
- To ensure that Hospice and statutory regulations regarding hygiene, safety and cleanliness are compiled within all tasks always, and to a level of performance detailed in Hospice policies and procedures.
- To comply with the specification in providing meals
- Support the Cook Supervisor to ensure customers' needs are being met while maintaining high levels of catering provision to budget.
- Monitor the quality of food, portion control and preparation for dietary provisions and delivery of food services while minimising waste.
- Promote attractive presentation and ensure correct portion control, paying attention to methods of minimising waste wherever practical.
- Effectively report any equipment defects in a timely manner.
- To ensure the use of correct methods and practices by staff and that high standards of cleanliness are maintained.
- To train staff, ensure correct use and cleaning of equipment, preparation and service of food,
- Maintenance of records
- To practice and promote a polite, friendly and efficient service.
- Attend training sessions as required both internal and externally.
- Regularly monitor and complete all HACCP documentation.
- Communicate effectively with Line Manager and other departments.
- Report any problems or incidents to the cook Supervisor on duty.

Customer Care:

Always polite and friendly to patients, visitors, staff, and volunteers in all areas and maintain the strictest of confidence in all you see and hear throughout your working day. It is necessary to recognise that patients and carers sometimes behave differently when under stress, and employees should endeavour to remain patient and understanding always. It is acknowledged that a degree of social interaction is an essential aspect of domestic duties; however, such interaction should not be undertaken at the expense of the service.

General Responsibilities:

Health and Safety

All staff have a duty to report and accidents, complaints, defects in equipment, near misses and untoward incidents, following hospice procedure.

Ensure health and safety legislation is always complied with, including COSHH and Workplace Assessment.

Confidentiality

All information relating to patients, patients' families, staff, volunteers, supporters, and suppliers gained through your work with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

Infection Control

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps, and soiled linen.

Training

Managers are required to take responsibility for their own and their staff's development. All employees have a duty to attend mandatory training as required by the Hospice.

Safeguarding Vulnerable People (Children and Adults)

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

Disclosure & Barring Service Check

This post is subject to a Disclosure & Barring Service check.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

PERSON SPECIFICATION

Job Title:	Catering Lead
Department:	Facilities
Pay Scale:	Ancillary 2

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	Food Safety Level 2		Application Form
EXPERIENCE	Experience working in a similar role Experience of working in a clinical or health care environment Food safety management	Experience of producing larger scale catering, i.e. buffets	Application Form Interview
SKILLS	Good baking skills Food presentation skills Excellent communication skills- able to communicate effectively at all levels	Computer literate	Application Form Interview
KNOWLEDGE	Knowledge of Care Quality Commission standards Health & safety knowledge (HACCP)	Understanding and experience of CQC and PLACE inspections	Application Form Interview
PERSONAL ATTRIBUTES	Self-motivated and able to use initiative Non-judgemental and empathetic approach Flexible approach to work duties Strong teamwork ethic A commitment to the vision and values of Bolton Hospice.		Application Form Interview

