

Job description for Catering Band 2

About us – team NHFT

As a **health and wellbeing organisation** here at **team NHFT** we are dedicated to continually **innovate** and **strive to make a difference** to our community and those working for our Trust, we aim to serve the people of Northamptonshire and surrounding areas with **safe, quality care**. We deliver this from an understanding of our local healthcare needs, economy, and the changing demands of our community.

Our mission, **making a difference for you, with you** was chosen by our staff and stakeholders. It means in everything we do and through every service we provide, we want to make a **positive difference in people's lives** – for **those we care for**, **those we work with** and **those who work with us**.
Everyone is part of our team.

Our core strategy is to be an **employer of choice**, **a great place to work** and be known for a **diverse and inclusive culture** whose staff feel **valued**. We provide a range of NHS services including physical, mental health and specialty services provided in hospital settings and out in the community within schools, GP clinics and patients own homes.

Here at NHFT we pride ourselves on our 54321 roadmap, pictured here which encompasses our **PRIDE values**, **leadership behaviours**, **teams**, **enablers**, and **our mission** all of which are driven by **our vision of 'being a leading provider of outstanding, compassionate care'**. We are extremely proud to say this has also been recognised by the Care Quality Commission (CQC) and our CQC rating of **Outstanding for team NHFT**.



This role...

Role Purpose:

- The Catering Assistant role will undertake the preparation of food and beverage items for patients, staff and visitors.
- Due to the range of services provided by The Trust, this Job Description encompasses the range of duties although not exhaustive required to be undertaken by Band 2 Catering Assistant staff. Some of the duties detailed may not be required to be undertaken; but is expected to be part of the range of duties if required.
- At all times wear the protective clothing and uniform provided by the Trust, which remains the property of the Trust.
- Ensure high standards of personal hygiene, washing hands between tasks.
- Always promote a positive image of both yourself and the department.
- Kitchen uniform must not be worn to and from work and must be covered if leaving the kitchen for short periods of time.
- Maintain good working relationships with other catering staff and staff throughout the hospital in line with departmental code of conduct standards.
- To undertake and complete Trust mandatory and role specific training in a timely manner; to attend and engage with meetings, one to ones and appraisal meetings. Keep self-informed on Trust matters.
- Report to the Team Leader any defective equipment and to ensure that it is taken out of service and labelled 'OUT OF ORDER'.
- Ensure security of catering areas and equipment. Combination codes or keys must not be given to non-Trust personnel.
- Report immediately all accidents, near misses and incidents to the Team Leader.
- To undertake any reasonable task within job scope requested by Team Leader or departmental management.
- This is a physically demanding role which requires pushing and pulling on a daily basis in order to carry out the range of duties required by the role.

Patient Service

- Prepare, cook and assemble food items using specialised catering equipment and skills, including knife skills, mixing and slicing, mandolin machines, steam ovens and brat pan use. The list of equipment is not exhaustive.
- Prepare filled bread rolls, sandwiches, salads, vegetables and desserts for the patient menu.
- Assist with the daily preparation of ward trolleys and deliver to ward kitchens as and when required.
- Deliver meals and provisions to ward areas when required ensuring the completion of appropriate paperwork.
- Undertake duties relating to the temperature monitoring and recording of all food items and equipment.
- Assist with the preparation and delivery of buffets and functions.
- Complete all relevant paperwork as necessary required by department procedure.

Café Service

- Communicate with staff/ visitors and patients in a prompt, polite and friendly manner.
- Preparation, cooking and service of food and beverages in the Café retail outlet as required.
- Prepare and assemble stock items to be sold within the café retail outlet.
- Assist in cash handling as and when required as per local policy.

- Take phone calls for required food/beverage orders from staff and customers.
- Liaise with other Catering staff/Volunteer staff on a daily basis to ensure timely service.

Hygiene and Cleaning

- To have an understanding of COSHH regulations (Control of Substances Hazardous to Health) and ensure compliance.
- At all times use cleaning chemicals in a safe and economical way and ensure that chemicals are stored securely and are not allowed to contaminate food items or food preparation areas.
- Ensure a high standard of cleanliness in all areas and complete all cleaning tasks as per rota.
- General cleaning of the kitchen and its equipment to the highest standards in accordance with the prescribed cleaning schedule and methods is a requirement.
- Operate the dishwasher and waste disposal machine in line with manufacturers' instruction.
- Follow the Trust policy on colour coding for equipment and waste bags.

Stock and supplies

- Work within the stores and cold stores, picking orders against requisitions and breaking bulk items into units of issue.
- Cover the store person and staff cafeteria as and when required.
- Assist with stocktaking rotate stock of all food items and dispose of out of date food.
- Maintain and fill vending machine stock when required.
- Order stock as and when required using core lists provided.
- Receive and check deliveries for quantity, quality and temperature, highlighting anomalies and informing Team Leader.
- Correctly store incoming catering supplies within procedural time and temperature ranges as set out by HACCP procedures.

About you

Behaviours and Values	Knowledge and Experience
<ul style="list-style-type: none"> • Commitment to equal opportunities and anti-discriminatory practices • Commitment to learning new skills • All staff are required to respect the confidentiality of all Trust business and the business of the Trust's staff, residents, patients and the general public, which they may learn in the execution of their duties • Participate in all mandatory training relevant to the role including the Trust induction and Individual Performance and Development reviews • Attend any training exercises, lectures or courses relevant to the post • Work for and achieve the Environmental Health Basic Food Hygiene Certificate • All staff are expected to adhere to the regulations regarding the Data Protection Act 1984 as laid down by Northamptonshire Healthcare NHS Foundation Trust • All staff are expected to comply with all relevant Trust policies, procedures and guidelines and any contravention of the Trust policies or managerial instruction may result in disciplinary action being initiated 	<ul style="list-style-type: none"> • General education including literacy and numeracy • Desirable experience in a similar role or industry • Experience of teamwork • An understanding of the importance of hygiene • An understanding of the importance of health and safety • Use, experience and knowledge of computer technologies
Skills and Abilities	
<ul style="list-style-type: none"> • Ability to organise and prioritise work effectively • Ability to work on own initiative with minimum supervision • Ability to work as an effective team member • Ability to be proactive and support change 	<ul style="list-style-type: none"> • Ability to communicate effectively with patients, staff and visitors • Ability to demonstrate a flexible approach to working practices • Ability to interpret and action written instructions • Ability to demonstrate tolerance and empathy with clients at all times

About the role – linking with our 4 Leadership Behaviours



ENGAGING PEOPLE/WORKING TOGETHER

- *Show compassion, care & kindness*
- *Invite & listen to others' views*
- *Contribute & act positively*
- *Treat others with dignity & respect*
- *Value each other's contribution & diversity*
- *Work with others to make improvements*
- *Support each other to achieve goals*
- *Communicate clearly & concisely*
- *Act to ensure everyone's opinions are heard & valued*
- *Promote team working & team development*
- *Actively recognise and promote the value and contribution of every individual*

BEING AUTHENTIC

- *Communicate openly & honestly*
- *Treat others fairly & consistently*
- *Respect confidentiality*
- *Ask for help when needed*
- *Admit if things go wrong*
- *Apologise if mistakes are made*
- *Work hard to do the best job possible*
- *Demonstrate empathy & humility*
- *Demonstrate dedication to delivery of the highest quality service*
- *Act professionally & confidently*
- *Act ethically & responsibly in all matters*
- *Lead a culture of excellence & aspiration*
- *Create a diverse & inclusive environment*


TAKING RESPONSIBILITY

- *Provide the highest standards of service to patients & customers*
- *Take personal responsibility for own work & development*
- *Recognise others' good work & say 'well done' & 'thankyou'*
- *Give & receive feedback, to help each other to improve*
- *Have the courage to acknowledge & learn from mistakes*
- *Take action when improvement is needed*
- *Have a 'Can-do' attitude*
- *Encourage others to take personal responsibility for their work*
- *Celebrate & praise others' successes & achievements*
- *Provide constructive feedback at all levels, to enable continuous learning*
- *Focus on finding solutions*
- *Demonstrate personal resilience*
- *Develop culture of recognition & success*
- *Empower & trust others to take the lead*
- *Focus on Delivering Outcomes*

EMBRACING CHANGE

- *Take a positive & open approach to change*
- *Aspire to continuously improve*
- *Take an active role in improving quality*
- *Are creative & willing to share ideas*
- *Ask questions to improve understanding*
- *Challenge positively & focus on solution*
- *Are flexible in their approach*
- *Demonstrate a willingness to develop*
- *Motivate others to embrace change*
- *Encourage ideas, debate & creativity*
- *Lead change positively*
- *Continuously seek opportunities for improvement*

Benefits

Salary £	Location of work 🏠	Permanent/fixed term 👤								
Band 2 - £22,383, P/A pro rata You will be paid on the 27 th of each month. If this date falls at a weekend you will be paid on the Friday before this date.	Berrywood Hospital, Northampton Must be able to travel independently to other bases in the Trust across Northamptonshire.	Hotel Services Catering Permanent following a 6 month probationary period								
Hours/pattern of work 🕒	Annual leave and bank holiday entitlement 🌐	Pension entitlement 📈								
15 hours worked over 7 days a week including weekends and Bank Holidays if rota dictates	<table><tr><td>Length of service</td><td></td></tr><tr><td>On appointment</td><td>27 days + 8 days</td></tr><tr><td>After five years' service</td><td>29 days + 8 days</td></tr><tr><td>After ten years' service</td><td>33 days + 8 days</td></tr></table>	Length of service		On appointment	27 days + 8 days	After five years' service	29 days + 8 days	After ten years' service	33 days + 8 days	Details on the benefits of the NHS Pension Scheme can be found here: https://www.nhsbsa.nhs.uk/nhs-pensions
Length of service										
On appointment	27 days + 8 days									
After five years' service	29 days + 8 days									
After ten years' service	33 days + 8 days									
Health and Wellbeing Because your health matters too 💖	Learning and Development 📖	Equality and diversity 🤝								
Our Occupational Health and Wellbeing team support our staff through many different channels. Whether you have a physical or emotional issue or want to take positive steps to improve your fitness, this team can help you. 	Our Learning and Development team provide effective and impactful learning solutions for our staff. Our experienced team of facilitators offer a wide range of opportunities from corporate induction, mandatory and role specific training, personal development and leadership training.	We are committed to ensuring people are treated equally and fairly whether at work, during care or out in the community. Equality, diversity and inclusion will always be a core focus and commitment for team NHFT. We have a number of staff networks to support this focus too. These networks are open to all our staff.								

Find out more about us at:
www.bit.ly/24hoursinNHFT
www.nhft.nhs.uk

Confidentiality and Data Protection

Any matters of a confidential nature, including patient and staff records, and any commercially sensitive information must, under no circumstances, be divulged or passed on to any unauthorised person or persons without a legal basis to do so. In accordance with the Data Protection Act 2018, if you are required to access personal data held in any format, you will be expected to adhere to the Trusts Information Governance Policies, copies of which are held on the staff intranet.

Any breach of confidentiality or data protection legislation will result in disciplinary action and may result in summary dismissal.

Infection Control

The prevention and control of healthcare associated infections in service users, staff and visitors is taken seriously by the Trust. All staff employed by Northamptonshire Healthcare NHS Foundation Trust are required to adhere to the Trust infection control policies and procedures.

Employees must be aware of the importance of protecting themselves, service users and visitors and of maintaining a clean safe environment. Any breach in infection control practice, which places service users, other staff or visitor at risk, may result in disciplinary action. Each staff member is responsible for ensuring they identify together with their manager, their infection control training needs in their PDP.

Health and Safety

To carry out the duties placed on employees by the Health and Safety at Work Act 1974 i.e.

- I. To take reasonable care for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
- II. To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- III. Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety or welfare in the pursuance of any relevant statutory provision.

No Smoking

In order to protect the health of employees, patients and visitors, Northamptonshire Healthcare NHS Foundation Trust operates a No Smoking Policy. Therefore smoking is prohibited in all of the Trust's buildings, grounds and all Trust-owned or leased vehicles.

Equality and Diversity

To ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work and the Trust Managing Diversity and Equal Opportunities in Employment Policy.

Risk Management

To have a commitment to identify and minimising risk, report all incidents and report to manager any risks, which need to be assessed.

Safeguarding Adults and Children

It is the duty of all staff working for the Trust;

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

Professional Registration

All qualified/ professional staff are required to adhere to the relevant Code of Practice (and other guidance issued by them). It is the responsibility of the individual concerned to keep professional registered and updated in accordance with the requirements of the relevant Code of Practice and to follow guidance issues by the professional body.

Policies and Procedures

The post holder is expected to comply with all relevant Trust policies, procedures and guidelines. Any contravention of the Trust Policies or managerial instructions may result in disciplinary action being initiated.

Review of Job Description/ Person Specification

This is not an exhaustive list of duties and responsibilities, but indicates the key responsibilities of the post. The post holder may be required to undertake other duties as may reasonably be required commensurate with the grade and / or hours of work at the postholder's initial place of work or at any other of the Trust's establishment.

NOTE: This is a description of the job as it is at present constituted. It is the practice of this Trust regularly to examine employee's job descriptions and to up-date them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed.