**Role Profile – Catering assistant**

**Purpose:** The provision of the catering service with particular emphasis on providing excellent service for patients, visitors and staff in line with Hospital procedures

**The post holder will:**

* Prepare and serve food to patients, visitors and staff
* Prepare and clean all food service areas
* Operate cash tills and handle cash
* Responsible for ensuring all food goods are received, issued and distributed in line with hospital policies

and procedures

* Ensure food safety and hygiene standards are effectively carried out maintaining our 5 star rating
* Provide a high standard and timely service to all our customers

Catering Manager

**Reporting Lines**

Catering Co-ordinator

Catering assistant

Head Chef

**Skills and Experience**

* Level 2 in food safety Qualification
* Experience of working within a team
* Proven ability to undertake multiple tasks and prioritise
* Must be able to work on own initiative, able to make decisions and with a proactive and flexible attitude.
* A background of dealing with high volume of food preferably Catering, restaurant or hospital operations
* Flexible and adaptable to meet the changing needs of the business and workplace
* Personal resilience, demonstrating a positive attitude and even temper in the workplace

**Key Result Areas**

* To ensure that the highest standard of service is offered to patients, their families, visitors and staff by promoting excellence at all times
* To ensure the Catering Service complies with Food Safety Act.
* To ensure any functions or events involving catering are delivered to highest standards in product quality and service.

**Measurement**

* Comply with standard operating policies and procedures of work within the catering areas
* Comply with all routine work procedures in line with hospital standards and Food & Safety regulations
* Be familiar and work in line with hospital values

**Values**

**Be Caring**

* We know what we do matters
* We’re proud and enjoy what we do
* We promote a culture of care, respect compassion and wellbeing
* We protect the mutual ethos

**Be Connected**

* We collaborate and share across teams, departments and the business
* We listen to understand each other and our member’s needs
* We support one another by having open and honest conversations
* We recognise that we’re stronger together

**Be Brave**

* We embrace change
* We challenge and ask ‘why’ as well as ‘why not’
* We always want to learn
* We are not afraid of trying new concepts and ideas

**Be Smart**

* We approach problems with a solution mind-set
* We actively seek to improve and be better and we learn from our mistakes
* We spend members money wisely
* We’re invested in the future of our business