

ST RICHARD'S HOSPICE

JOB DESCRIPTION



Job Title: Kitchen Assistant/Café Assistant

Responsible to: Chef Manager

Accountable to: Head of Estates & Facilities

Our Values:

Our Core Values underpin everything we do and all employees are expected to comply with our Values and reflect these in their day-to-day work.

Caring

Caring is at the heart of everything we do.

We are inclusive and treat everyone as an individual who we respect and value.

We take time to listen and respond to the needs of each person.

Compassionate

We work with empathy, sensitivity and understanding.

We are considerate, kind and fair.

We support and empower individual choice.

Committed

We are dedicated, reliable and hard working.

We continuously strive to deliver high-quality services.

We support each other and work together for the benefit of our patients and loved ones.

Professional

We aspire to be the best in everything we do.

We are innovative and develop our skills through continuous learning and evaluation.

We take responsibility for our actions and are accountable.

Job Summary:

You will be part of a catering team committed to ensuring that food and drink is nutritious, appetising and appropriate for patients' medical and cultural needs. You will work alongside other members of the catering team to ensure a high quality catering service is provided.

The role will include washing up, maintaining a high standard of cleanliness and complying with food hygiene regulations. You will have a flexible attitude to work in all areas of the catering service, including preparing sandwiches and a customer service role in the restaurant.



Main Duties and Responsibilities: -

- Ensure all washing up, drying and putting away of crockery, utensils and cookware is regularly done to a high standard throughout the day
- Ensure all areas of the kitchen and servery are maintained to a high standard of cleanliness following the hospice cleaning schedules, hygiene regulations and procedures, recording all results
- Learn the complexities and understand the importance of special diets and maintain awareness of new legislation regarding food safety, allergens and special diets
- Ensure the highest possible quality is maintained and that agreed standards for food preparation and presentation are met at all times
- Assist the chefs with preparation of vegetables, salads and other cooking tasks
- Prepare packaged goods for sale, ensuring correct pricing, allergen information and food information is provided.
- Prepare sandwiches, toasties, baguettes as required
- Serve meals and drinks, including barista style coffee to customers in the servery
- Handle cash and credit card payments and restock items for purchase
- Set up catering for functions, meetings and events such as buffets and fundraising events and assist with serving at some events
- Be mindful of cost, working to minimise wastage of food and other products used.
- Assist with stock taking, record keeping, ordering and deliveries
- Carry out daily and weekly procedures, including temperature checks, food labelling, dating and storage to maintain high levels of due diligence
- Work in all areas of the kitchen and café and cover absences of Kitchen Assistants, Hospitality Co-ordinator and Café Staff
- Ensure a high standard of personal hygiene is maintained with clean uniform at all times
- Attend appropriate updates and courses to maintain and develop own skills and expertise
- Complete all in house mandatory training as required
- Be aware of health and safety issues within the workplace and bring concerns to the attention of line manager
- Undertake annual appraisal and respond to the agreed objectives and personal development plan
- All staff employed by St Richard's Hospice are bound by Policies and Procedures within the organisation to include Health and Safety, Equal Opportunities and Confidentiality

Personal Education and Development

- To use the hospice IT systems appropriately to maintain records and communicate internally and externally

- To maintain own personal development by attending appropriate courses and updates to maintain and develop skills and expertise
- To undertake statutory, mandatory and role enhancement training as directed



General

- To be aware of health and safety issues within the workplace and bring concerns to the attention of the line manager
- All staff are required to abide by St Richard's Hospice policies and procedures, including confidentiality, equal opportunities and data protection.

This job description is not exhaustive and duties may be reviewed from time to time and revised and updated in consultation with the postholder.

Signed.....Date.....

ST RICHARD'S HOSPICE

PERSON SPECIFICATION



St Richard's
Hospice
Caring for life

Job title: Kitchen Assistant/Café Assistant

Responsible to: Chef Manager

Accountable to: Head of Estates & Facilities

	Essential	Desirable
Education, Qualifications and Training	Basic or intermediate food hygiene certificate Good standard of general education including numeracy, literacy and IT skills NVQ level 1 in food preparation & cooking or equivalent	NVQ level 2 in food preparation & cooking Driving license Allergen awareness training
Experience	Experience of working in a catering team and/or café environment Experience of food preparation to high standards of quality and presentation Experience in a customer service role Experience of working alone and within a team Good communication and organisational skills	Experience within a healthcare environment Experience of working with volunteers as part of a team
Knowledge	Working knowledge of HACCAP, Infection Control and Health and Safety	Knowledge of café systems and 'barista' coffee making
Skills and Abilities	Excellent customer service skills with a 'nothing is too much trouble' attitude Able to work quickly and efficiently whilst paying attention to detail and keeping standards high	



	High standards of cleanliness, personal hygiene and appearance at all times	
Personal Qualities and Aptitudes	Passion to deliver high quality food to patients, staff and customers Empathy with the ethos of the Hospice movement and able to communicate with patients, staff and volunteers Be able to react quickly to kitchen emergencies and to prevent accidents Flexible attitude towards working patterns and willingness to cover for other staff absences Able to work on own initiative and as part of a team	