

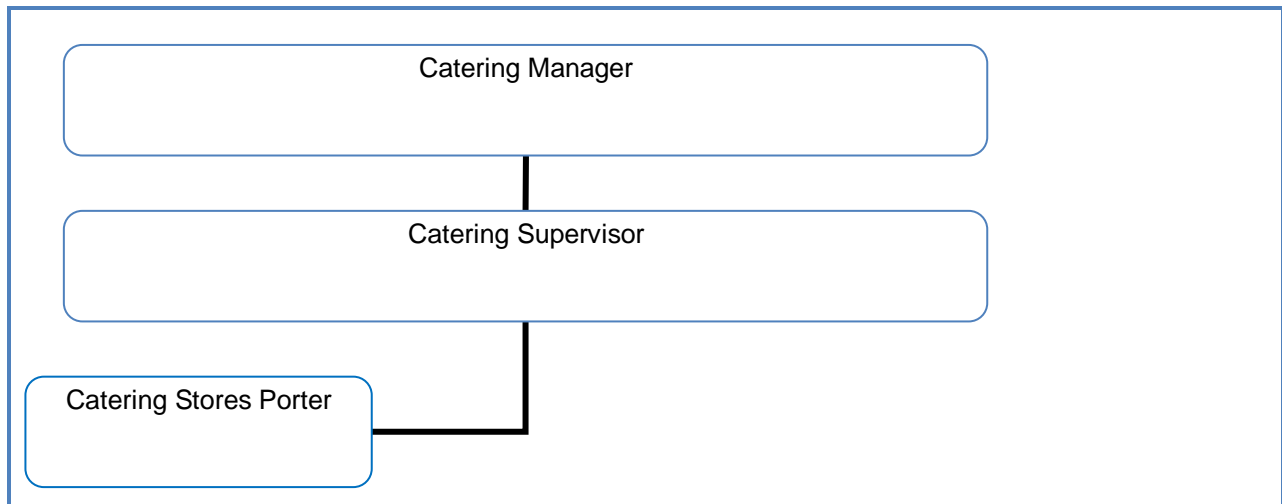
Job Description

JOB TITLE	Flexible Catering Store Assistant
GRADE	
REPORTS TO	Catering Supervisor
ACCOUNTABLE TO	Catering Manager
DEPARTMENT	Catering Department
DIVISION	Facilities
DATE	October 2023

JOB PURPOSE

As part of a facilities team the post holder will undertake a variety of duties within the department including the receipt, delivery and checking of goods received, picking of orders and internal distribution of delivered goods. Ensuring quality, accuracy and timely distribution to meet customer requirements whilst maintaining secure and safe working practices.

ORGANISATIONAL CHART



Key Duties

- Establish maximum and minimum stock levels for all storage areas.
- Carryout stock checks of goods to maintain minimum stock levels at frequencies that are determined by the ordering cycle.
- Request orders to be raised to maintain agreed stock levels and any items required.
- Taking receipt of all food and non-food items for the Catering Department and the

Trust's Retail Outlets delivered into the catering stores using safe storage and temperature checks in accordance with Trust Food Safety Management System.

- Record any items not delivered and/or shortages on the delivery note for that consignment.
- Date stamp all goods with the date of delivery into the catering storage facility.
- See that all goods are stored in the correct manner ensuring that product is not damaged in any way.
- Issuing of ad hoc stock items requested by other areas of catering. Ensure that cages/trolleys are packed correctly, not over loaded and safe to handle by others.
- Ensure all in their correct storage areas is rotated in date order referring to BBD & UBD's.
- Assist with internal/external audits for example by the Environmental Health Officer visits.
- Assist in the deep clean of the fridges & freezers, stock cupboards and ambient stores.
- Prepare any goods to be returned to their supplier, isolate from other products and label not for use. Ensuring that all goods are signed for at the point of pick up.
- Monitor all storage chillers and freezers in the stores area. Report any faults to the fabric of the units and variations of temperature that are causing concern to the Catering supervisor.
- Ensure that all storage areas are kept secure to prevent any unrecorded or unauthorized stock issues and potential thief.
- Maintain safe storage of cleaning chemicals at all times in the chemical store.
- Report to the Catering supervisor any damaged containers, spillages and over stocking immediately.
- Maintain accurate records of orders for the department.
- Driving, loading and unloading trust vehicles around the respective site(s) to deliver orders. Carrying out driver maintenance and vehicle safety checks reporting any defects to the supervisor.
- Ensures that all pallets, rolling cages used in the distribution of goods are fit for purpose and returned to the appropriate collection points.
- Cover the work of colleagues during periods of absence and peak workloads.
- To ensure the waste collection points are not overfilled and are in a good and tidy order.
- Adopt a flexible working pattern in order to cover for annual leave and sickness.
- Direct the movement and loading/unloading of vehicles when required as the banksman.

KEY RELATIONSHIPS

Internal

- Colleagues, Patients, Visitors and wider staff

External

- External delivery drivers, general public, suppliers

PERSON SPECIFICATION – FOR RECRUITMENT PURPOSES

	Essential	Desirable
Education, Training and Qualifications CPD Requirements	Full Clean Driving Licence Basic numeracy and literacy skills Basic I.T skills	Banksman Training Level 2 Food Safety Training Customer Service
Experience & Knowledge	Team working experience. Awareness of customer service provision.	Experience gained within customer focused positions and/or working within a receipt and distribution environment. Knowledge of stores & stock control procedures. Experience of manual handling techniques
Skills and Ability	Capable of moderate physical activity Good communication skills Reliable and conscientious. Flexible	
Communications and interpersonal skills	Good customer service skills Attention to detail	
Values and Behaviours	Trust CARE values and behaviours	
Other requirements		

Person Specification

Communication and relationship skills (include internal/external contacts)

Good interpersonal skills and the ability to communicate effectively with all levels of staff and members of the public in line with the Trust CARE values.
Be able to provide and receive routine information.
Good communication skills – both written and verbal
Approachable manner

Knowledge, training and experience

Basic numeracy and literacy
Knowledge of the procedures and processes inline with the Food Safety Management System to ensure safe delivery and storage of food & non-food.
Ensure that all mechanical and electrical equipment is maintained and fit for purpose.
Undertakes all mandatory and essential to role training.
Works towards an NVQ in customer service in line with Trust Care values and behaviours.
Hold a full driving license to be able to drive trust vehicle around site(s)
Customer care.
I.T. skills
Direct the movement and loading/unloading of vehicles (banksman)

Analytical and judgemental skills

Be able to make judgements and analyse data regarding stock levels and orders.
Able to make judgements involving facts or situations.

Planning and organisational skills

Plan and organise of stock holding within department.
Must have flexibility in covering shifts.
Good team worker & able to act on own initiative.
Organises own day to day work activities.

Physical skills

Physical skills obtained through practice ie Keyboard skills
Moving and handling of goods and equipment. Manipulate trolleys, pull and push waste carts when required.

Responsibilities for patient / client care

Incidental contact with patients

Responsibilities for policy and service development

Follows policy in own role and may be required to comment on changes to policies in own sphere of work.

Responsibilities for financial and physical resources

Maintain stock at agreed levels.
Security of stock

Movement of products to and from locations as appropriate
Safe use of expensive equipment such as cages/trolleys/vans/ovens
Observe a personal duty of care and safe use of all trust equipment/assets.

Responsibilities for human resources

Demonstrate own activities to new starters. Provide occasional training for staff to cover sickness and absence.
Ensure all mandatory training and essential to role training is up to date and recorded.
Attends annual appraisal meeting as required.

Responsibilities for information resources

Maintain code of confidentiality
Inputting and safe storage of data on computerised systems.

Responsibilities for research and development

Undertakes audits and surveys as necessary to role.
Participates in formal audits of own areas.

Freedom to act

Ability to work alone and on own initiative.
Ability to make judgements within defined boundaries with supervision available as appropriate.
Follows standard operating procedure.
Reports any required changes in procedure.

Physical effort

Ongoing requirement for light effort, frequent moderate effort for several long periods and occasional intense effort for several short periods.
Moves goods.
Fill & move heavy cages and parcels.
Moves heavy equipment such as furniture.

Mental effort

Frequent concentration when checking goods against delivery/order documentation and when counting and calculating stock and determining what is required.
Ability to retain food safety knowledge when accepting and making deliveries.
Ability to remain calm when under pressure.
Ability to learn and retain product knowledge.
Ability to achieve & meet agreed timed responses.
Ability to ensure data is entered quickly and accurately.

Emotional effort

Working within time pressured environment

Working conditions

Ability to be aware of hazards.
Transportation and storage of contained hazardous substances.
Maybe exposed to inclement weather/temperature fluctuations when driving outside/delivering

around the hospital sites
Long distance walking around the Trust site

This job description outlines the duties as currently required but may be amended by mutual agreement to reflect future transformation and integration of the Trust.

Signed: (Member of staff)		Date	
Signed: (Line Manager)		Date	

University Hospitals of Derby and Burton NHS Foundation Trust was formed on 1 July 2018, bringing together five hospital sites in Derby and Burton.

Our aim is to bring together the expertise of our 12,300 staff to provide the highest quality care to patients within Derbyshire and South East Staffordshire. Our vision, values and objectives are:



Our Vision & Identity

Our UHDB Identity is that we provide '*Exceptional Care Together*', which is our 'Why?'. It is the fundamental purpose that guides all that we do.



Our Values & Behaviours

Our staff have co-created a set of values and behaviours that are stretching and inspiring in equal measures. These are our UHDB promises. They are powerful messages and will shape how we care for others and care for each other. They are **Compassion, Openness** and **Excellence...**



Our objectives

As part of the 'Big Conversation', we lastly turned our attention to our aims, big steps we must we take in the future. This is our 'What?'. Our staff said that we should continue to have **PRIDE...**

Equality, Inclusion and Diversity

University Hospitals of Derby and Burton NHS Foundation Trusts is fully committed to promoting inclusion, equality, diversity and human rights in employment and delivery of its services. The Trust is committed to providing an environment where all employees, patients, carers and visitors experience equality of opportunity by means of understanding and appreciating the value of diversity.

The Trust works to eliminate all forms of discrimination in line with the Equality Act 2010, and recognises that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

The Trust actively encourages its employees to challenge discrimination and promote equality of opportunity for all.

Employees of the Trust are required to comply with its policies and values around equality, inclusion, diversity and human rights. Failure to do so will be treated as misconduct under the Trusts' Disciplinary Policy and Procedure, which may result in dismissal."

Freedom to Speak up

The Trust is committed to listening to our staff and learning lessons. There are a variety of ways in which concerns can be raised in person, by phone or in writing (including email). We also have a Freedom to Speak Up Guardian who works with Trust leadership teams to create a culture where staff are able to speak up in order to protect patient safety and empower workers. Full details can be found on the Trust Intranet

Data Protection

Organisations are required to comply with the General Data Protection Regulation; the UK Data Protection Act 2018; all other data protection legislation and other local policies and procedures regarding the handling of information. All employees retain the right to request information held about them.

Confidentiality

The Trust requires all staff to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence.

Infection Control

The prevention and management of infection is a key priority for the Trust. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at mandatory training and ongoing continuing professional development
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Health and Safety at Work Act

All staff must not wilfully endanger themselves or others whilst at work. Safe practices and precautions must be adhered to.

Smoke free Trust

The smoke free policy applies to staff, patients, resident's visitors and contractors.

Research

"The Trust comprises research-active hospitals with a developing culture of research and innovation across the whole organisation. All clinicians are expected to engage in research, development & innovation.

Engagement of clinical staff in research covers a spectrum of involvement, ranging from having an awareness of the studies and trials taking place in their areas, to assisting with the identification of research participants, to research-experienced individuals who win research funding and assume the role of Chief Investigator for multi-centre trials and studies".