

JOB DETAILS:

Job Title	Catering Assistant
Pay Band	Band 2
Hours of Work and Nature of Contract	37.5 Hours per week
Division/Directorate	Facilities
Department	Central Production Unit
Base	Central Production Unit

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Kitchen Superintendent/ Production Manager
Reports to: Name Line Manager	Catering Manager
Professionally Responsible to:	Catering Manager



Our values and behaviours are fundamental to the way we do things at Cwm Taf Morgannwg University Health Board. They are everything we stand for and aspire to. That includes the way we behave, how we perform our roles and the way we recruit new talent. We look forward to exploring how your values align with ours. This is how we work:

We listen, learn and improve
We treat everyone with respect
We all work together as one team

To find out more about our values, visit: <https://cwmtafmorgannwg.wales/we-are-cwm-taf-morgannwg/>

Job Summary/Job Purpose:

To support the Central Production Unit (CPU) in delivering and assist in preparation, processing, chilling or freezing of raw materials in accordance with the strict procedures, using sophisticated high-volume cooking and chilling/freezing equipment.

Will be responsible to the Kitchen Superintendent/Production Manager, but will be required to use own initiative within standard operating procedures, referring to the supervisor when necessary.

Detailed control of time and temperature in the transportation of food items.

To undertake various cleaning duties as detailed by the online Supervisor in line with all legislative requirements.

To carry out duties in the various sections of the CPU including preparation and cleaning duties.

Assist in delivery of all frozen and dry goods and participate in the receipt of stores, stock rotation assistance in issuing of stores, heavy equipment etc.

Assist the Porter/Driver in loading and unloading freezer van with racks of food items for distribution.

To complete daily and weekly cleaning of all areas in accordance with COSHH departmental schedules and specifications, using appropriate equipment, chemicals and work methods, tasks to include cleaning of ovens, stoves, wall washing, floor maintenance, high cleaning, freezers & refrigerators etc via scrubbing machines and pressure cleaners.

Ensure all equipment is cleaned and maintained in the appropriate manner.

The post holder will report all defects of equipment, or any maintenance problems immediately to the Kitchen Superintendents.

Be required to work in two separate Units, one of which is the production unit and the other being the working freezer unit, therefore will need to walk from one to another.

May be required to work at other locations providing a catering service directly to patients and/or staff.

DUTIES/RESPONSIBILITIES:

The post holder will :

- Assist in all types of hot and cold food to include special or therapeutic diets and

ensure that all instructions issued relating to the correct procedure for handling and storing of food for the Cook Freeze/Chill Systems are observed at all times.

- Carry out the correct recording of any information relating to the use of the Cook Freeze/Chill System i.e., marking foils, weight of food in foils etc. are carried out in the correct manner.
- Ensure that the Hazard Analysis Critical Control Points Policy and Legislative Practices are observed and that all cooking processes are carried out in a clean and hygienic manner and to wear protective clothing at all times.
- Report all defects of equipment immediately to the Kitchen Superintendents/Production Manager.
- Attend training sessions as and when necessary, and as requested by the General Manager.
- Clean and store equipment, provisions, crockery, cutlery and utensils in a safe and hygienic manner and periodic cleaning of areas in accordance with department schedules and specification, tasks to include wall washing etc.
- Document and complete temperature forms as required by legislation and to ensure that all documentation duties and procedures are maintained for efficiency and accuracy i.e. temperature of food and equipment.
- Observe and maintain the highest standards of personal hygiene, confidentiality, courtesy and consideration to all staff.
- Ensure segregation and prompt removal of waste to designated collection points, in accordance with the University Health Board's Safe Waste Handling Procedure.
- Ensure all equipment is maintained and cleaned in the appropriate manner, and to follow a cleaning schedule on a daily basis to include the cleaning of floors, walls etc. as requested by the on-line Supervisor/Production Manager.
- Be trained to operate the use of dishwasher/pot-wash and equipment associated with wash-up areas, and the use of scrubbing machines and pressure cleaners.
- Sterilise equipment that is returned from unit sites in preparation for reissue of products.
- Assist where appropriate with loading and unloading of cooking equipment.
- Assist in the portioning and racking of cooked products and transportation to blast freezers and holding store and transport meals via designated catering food baskets with wheel transporters.
- Attend all relevant staff meetings and training sessions as required by the General Manager to maintain professional competency and comply with

University Health Board policies/procedures and legislative requirements.

- Communicate routine information to colleagues/supervisor in relation to work schedule, stock requirements, policies and procedures.
- Report all defects of equipment immediately to the Kitchen Superintendents/Production Manager.
- Provide and receive any information to inform colleagues of all aspects concerning their role, and work well within a team as well as on their own.
- Keep abreast with Cook Freeze/Cook Chill technological advances particularly in Production techniques.
- Will represent the CPU department in day-to-day contact with users in a friendly, professional and efficient manner.

The post holder will be expected to safely operate and conduct serviceability checks cleaning equipment which includes, but is not limited to:

- Ovens
- Dish washers
- Scrubber machines
- Vacuum cleaners
- High Pressure hoses.

The post holder is required to clean and store equipment in a safe and hygienic manner which is compliant with all food handling legislation and relevant infection prevention and control measures and procedures.

They will assist in the delivery of all goods coming into CPU, and ensure stock rotation is adhered to when storing and issuing products which will involve heavy lifting.

The post holder will comply with the Hazard Analysis Critical Control Points Policy and Legislative Practices and make sure that all cooking processes are carried out in a clean and hygienic manner. They will wear protective clothing at all times.

The post holder will be required to accurately complete documentation recording temperatures, and cleaning schedule forms in accordance with legislation, and ensure that all documentation duties and procedures are maintained for efficiency and accuracy i.e. temperature of food and equipment.

The post holder will comply with all UHB policies, procedures and legislative requirements that govern the delivery of the CPU production service such as Food Safety.

The post holder will be responsible for the secure storage of all stock items, and may be required to support the Kitchen Superintendent to undertake stock audits when required.

The post holder will demonstrate their role to new starters as part of the planned induction process for new colleagues.

On occasions, the post holder may be required to work in the restaurant environment if asked to work on other sites; which will include using a cash register and communicating with customers.

PERSON SPECIFICATION

The knowledge to be measured is the minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience are also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

NOTE: Please do not use the number of years' experience as this is potentially discriminatory and these will be returned. It is essential that managers concentrate on the sorts of skills and qualities needed to fulfil the duties of the post.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Good standard of education.</p> <p>Basic understanding of Microsoft software.</p> <p>Certificate in Basic Food Hygiene/or required to achieve at earliest opportunity.</p>		<p>Application Form</p> <p>Pre-employment checks</p> <p>Interview</p> <p>References</p>
Experience		Working within a busy customer focused and productive work environment.	<p>Application Form</p> <p>Interview</p>
Aptitude and Abilities	<p>Ability to communicate at all levels.</p> <p>Able to work on own initiative and as part of a team.</p> <p>Always present oneself in a professional manner.</p> <p>Dependable and reliable.</p> <p>Enthusiastic.</p> <p>Conscientious.</p> <p>Able to perform under work pressure.</p> <p>Able to adapt to an unpredicted workload.</p>	Ability to speak Welsh.	<p>Interview</p> <p>References</p>
Values	Promote the values and behaviours of CTMUHB.		Interview
Other	<p>A flexible approach to working hours.</p> <p>Available to work between 0630 to 20.30</p>		<p>Interview</p> <p>Occupational Health Form</p>

	Able to undertake the full remit of this role.		
<u>GENERAL REQUIREMENTS</u> <ul style="list-style-type: none"> ➤ Values: All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation. ➤ Registered Health Professional: All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration. ➤ Healthcare Support Workers: Healthcare Support Workers make a valuable and important contribution to the delivery of high-quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care. ➤ Competence: At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty. ➤ Learning and Development: All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development. ➤ Performance Appraisal: We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post. ➤ Health & Safety: All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies. ➤ Risk Management: It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards. ➤ Welsh Language: All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public. ➤ Information Governance: The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users. ➤ Data Protection Act 1998: The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy. ➤ Records Management: As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work. 			

- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** The post holder does not require a DBS Disclosure Check.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All-Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Signed: (Post Holder) _____ Date: _____

Signed: (Line Manager) _____ Date: _____

Signed: (Directorate Manager) _____ Date: _____

Date Job Description compiled: _____

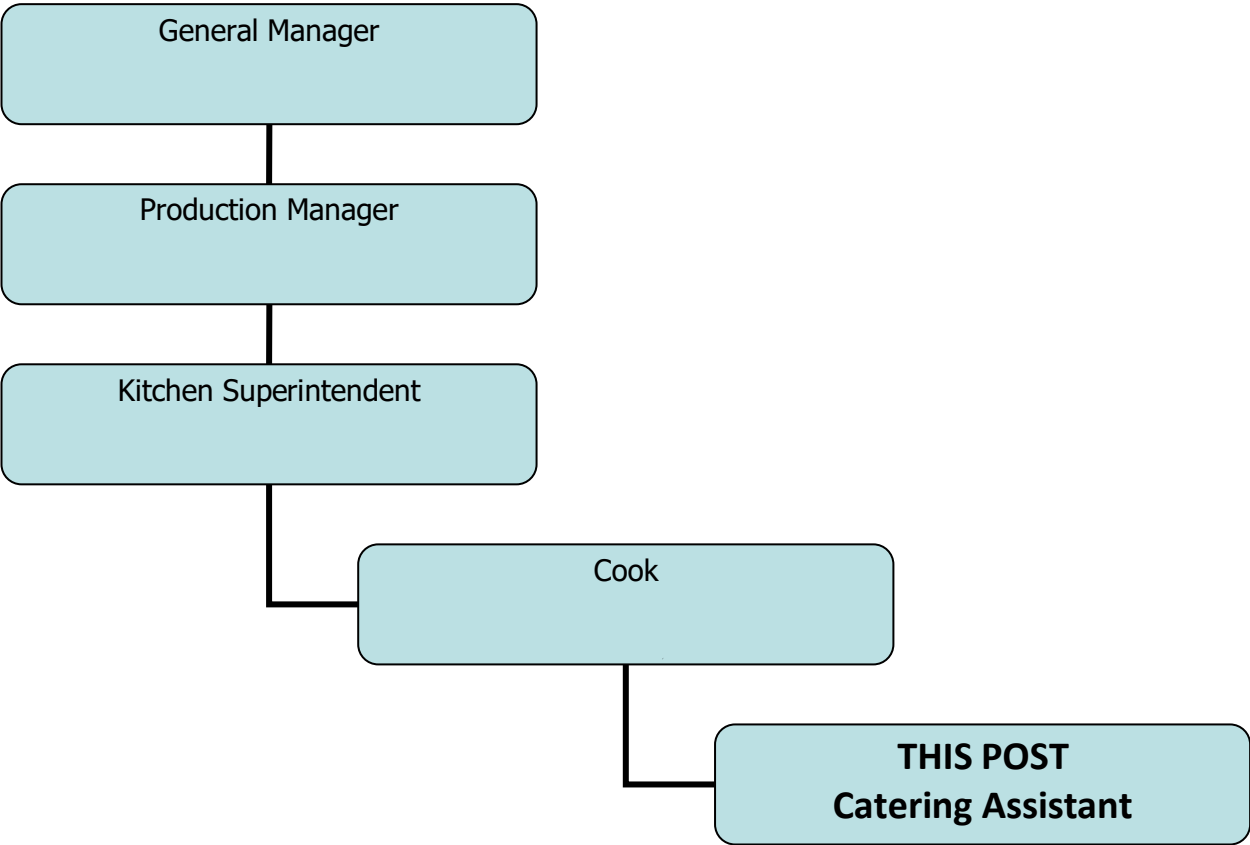
Date for Review: _____

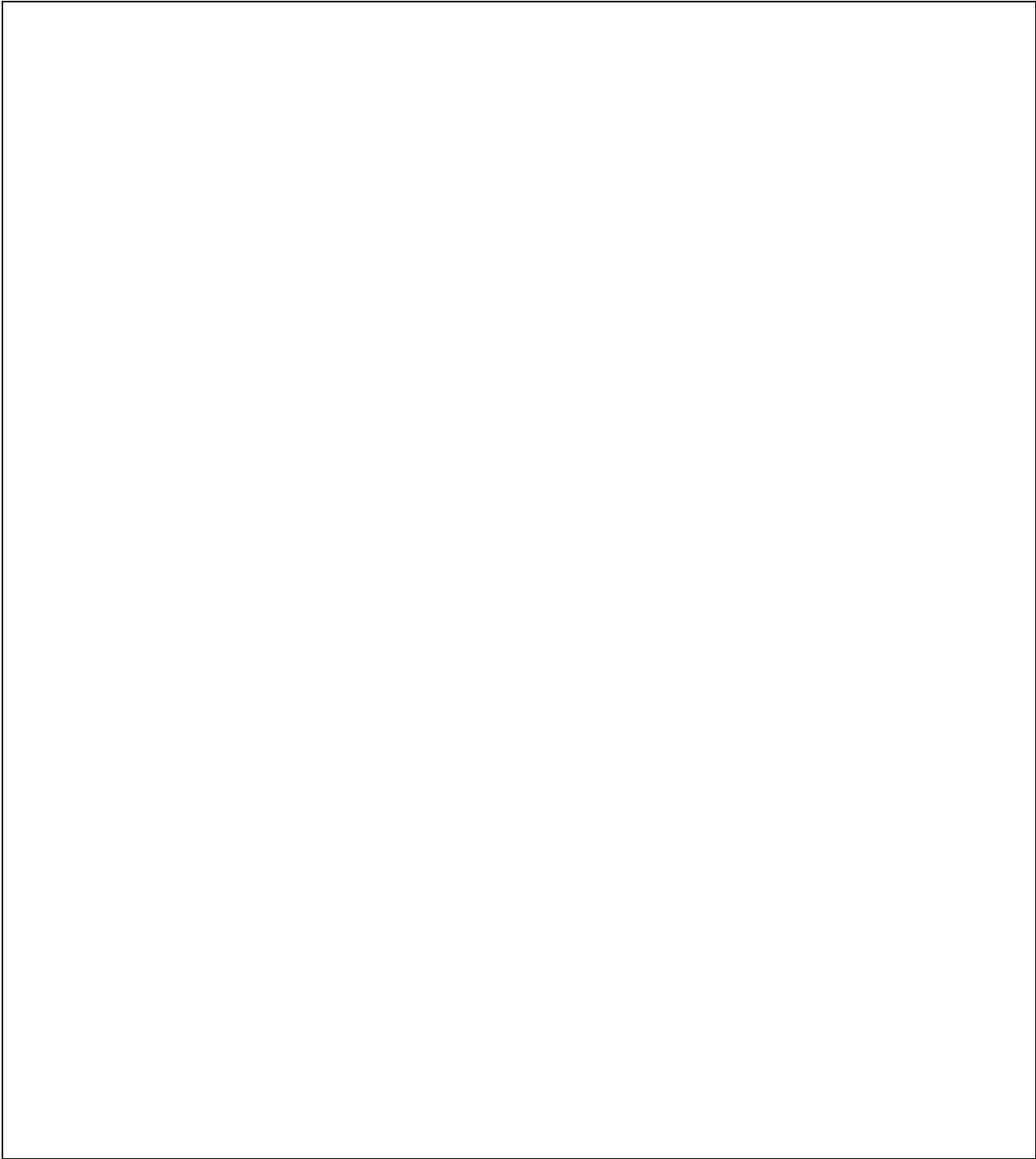
Job Title: _____ Catering Assistant, Central Production Unit (CPU) _____

Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Complete, add or delete as appropriate the text boxes below showing the organisational relationships.





Job Title: Catering Assistant, Central Production Unit (CPU)

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Moderate effort when loading and unloading of vehicle with food products, when transporting equipment to and from the Unit.	Daily	Varies	Examples are cooking equipment, baskets and dollies, disposing of recycling to appropriate skips, Chiller Racks etc.
Will be required to undertake heavy duty pot/dishwasher cleaning.	Daily	Varies	
Physically enter freezers/fridges and storeroom areas to store or put away products delivered and produced in the Unit.	Daily	Varies	

Standing for periods of time and frequent requirement to exert moderate physical effort over a period of time with lifting loads, equipment and food items.	Daily	Ongoing	
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Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Have high levels of concentration and attention to detail are required throughout the food preparation and cleaning processes.	Daily	Ongoing	
Concentration to undertake various cleaning duties in a busy production unit.	Daily	Ongoing	

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example,' processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Exposure to emotional and distressing circumstances will be rare.	Rare		

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Work in unpleasant conditions within the freezers within CPU and also an extremely warm environment within the production kitchen.	Daily	Varies	
Be exposed to cleaning products and chemicals.	Daily	Varies	