

JOB DESCRIPTION

1. JOB DETAILS

Job Holder:

Job Title: Retail Catering Assistant

Grade: Band 2

Directorate: Facilities

Location: Royal Cornwall Hospital, Truro

1. JOB PURPOSE

- To carry out a wide range of general retail catering duties within our on-site retail outlets ensuring a high quality level of customer service and food safety following set procedures and specifications. Strong customer service skills are essential.
 - Duties include serving staff and visitors freshly prepared meals, preparing refreshments including hot and cold speciality drinks. Replenishing stock displays and ensuring all areas are clean and tidy.
 - The post holder must comply with Food Hygiene Legislation including:
 - The Food Safety Act 1990
 - Food Hygiene Regulations 2006, (EC) 852/2004
 - Regulation (EC) 852/2004 on the hygiene of foodstuffs
 - Hazzard Analysis Critical Control Points (HACCP)
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2. KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED

To comply with relevant Food Hygiene Legislation the post holder must complete and pass the following qualifications

- Food Hygiene Level 2 – (Annual)
- HACCP Level 2
- Knowledge of food handling and cleaning procedures
- Strong customer service skills
- Ability to demonstrate good numeracy and literacy skills
- Basic computer skills
- Ability to work as a team member as well as on own initiative

- To understand and observe the Data Protection Act and Trust policy regarding confidentiality.

3. KEY RESULT AREAS

- To ensure codes of practice for HACCP and food safety are followed as per set specification
 - To monitor temperature control procedures following set specification
 - Audit check dates and stock rotation of all food commodities within working areas
 - Maintain excellent personal hygiene and uniform standard
 - To observe correct use and care of equipment, reporting breakdowns or defects to ensure maximum efficiency and serviceability of all equipment used within all retail outlets. Report faults/equipment failures to supervisors and management
 - Maintain excellent cleaning standards within all working areas following set specifications and cleaning schedules whilst complying with COSH data and training
 - Record appropriate food waste and report high levels of waste to supervisors and management
 - Comply with the Health and Safety at Work Act 1974. Every employee has a responsibility for themselves and others who may be affected by their acts or omissions whilst at work
 - To operate equipment in a safe and responsible manner ensuring compliance with Health and Safety under the Health & Safety at Work Act 1974.
 - Report all accidents/incidents immediately to supervisors/managers as per accident/incident procedure
 - Report any sightings of pests or damage that could provide potential harbourage to pests
 - Complete all relevant control documentation including daily quality report documentation recording the temperature of food and equipment.
 - To undertake appropriate mandatory training
 - To maintain patient and visitor safety through vigorous and consistent compliance with Trust Policy and Food Hygiene Legislation including the prevention and control of infection and hand hygiene.
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4. COMMUNICATIONS & WORKING RELATIONSHIPS

- Good communication skills are required, both face to face and on the telephone. The post holder will be expected to communicate with wards, departments, patients, visitors, and staff.

Key Working Relationships

- Deputy Director of Facilities
- Senior Facilities Manager
- Retail Manager
- Supervisors
- Chefs
- Catering Assistants
- Patients, staff, and visitors
- Trust wards/departments

8. MOST CHALLENGING PART OF THE JOB

- The post can be physically demanding, retail catering assistants are expected to work their shift whilst standing, therefore the post holder must be capable of carrying out a physically demanding occupation
- Able to work under pressure, this may include both mental and physical

9. OTHER

GENERAL COMPLIANCE

- The post holder must at all times carry out their duties with due regard to Trusts Policies
- It is the responsibility of all employees to maintain a safe and healthy environment for patients, visitors and staff
- It is the responsibility of the post holder 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
- All staff who have access to or transfer data are responsible for that data and must respect confidentiality and comply with the requirement of the Data Protection Act 1998, in line with the Trust's policies
- The post holder is responsible for data quality and complying with the policies, procedures and accountability arrangements throughout the Trust for maintaining accuracy and probity in the recording of the Trust's activities
- The Post holder must comply with all RCHT Policies and Procedures.
- The Post holder must comply with the current regulatory framework that applies to NHS provider trusts.
- The Post holder must comply with the RCHT Mandatory Training policy.

- The Post holder must comply with all RCHT Risk Management & Health & Safety policies & procedures, including undertaking associated training as per the RCHT Mandatory Training policy.
- The Post holder must comply with all aspects of confidentiality, professional codes of conduct [where relevant], and the RCHT Staff Charter.
- The Post holder must work within infection control guidelines to ensure that work methods do not constitute a risk of infection either to the health care professional, to the client or to any persons working/visiting in RCHT premises.
- The Post holder must be willing to work at any of RCHT sites as required.
- This job description will be subject to regular review and amended to meet the changing needs of the Trust.
- This job description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust, and the post holder will undertake any other duties which may be required from time to time.

THIS JOB DESCRIPTION IS SUBJECT TO REVIEW IN CONSULTATION WITH THE POST HOLDER

10. JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Head of
Department Signature:

Date:

Title:

Please note:
Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974. A provisional offer of employment will be subject to a criminal record check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions.

The Royal Cornwall Hospitals Trust is a non-smoking organisation. Smoking will not be permitted on any of the sites by staff in trust uniform and/or wearing a trust identification badge in any location, in vehicles owned or leased by the Trust or in the homes (including gardens) of any patients visited at home.

Person Specification for the post of: Retail Catering Assistant

Job Reference:

All requirements listed in this specification must be (a) essential to the post and (b) assessable within the selection process.

ATTRIBUTES	REQUIREMENTS		METHOD OF ASSESSMENT
	ESSENTIAL	DESIRABLE	
QUALIFICATIONS	Food Hygiene Level 2 – Food Safety Previous customer service experience	Level 3/Intermediate Food Hygiene Certificate HACCP Level 2 – Food Safety	Application Form Interview
EXPERIENCE	Working within retail catering areas Knowledge of food handling/HACCP and cleaning procedures	Barista experience Awareness of waste and portion control systems.	Application Form References Interview
PRACTICAL AND INTELLECTUAL SKILLS (INCLUDING ANY SPECIAL KNOWLEDGE)	Good communicator. Punctual, ability to work on own and within a team.		Interview References
DISPOSITION/ ADJUSTMENT/ ATTITUDE	Positive attitude, approachable calm manner, pleasant disposition. Flexible approach to work patterns.		Interview References
TRAINING	Willing to attend on-going HACCP Training Mandatory Training.		Interview References

PHYSICAL/MENTAL EFFORT	This post is physically demanding		
ADDITIONAL CIRCUMSTANCES			