

**JOB DESCRIPTION & PERSON SPECIFICATION**

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| \\ballacleator\Hospice_Share$\HR\Job Descripts\STAFF CLINICAL ICON FOR POLICIES- White Background.jpg  **Clinical Staff** |  | **Non-Clinical Staff** |  | **Volunteers** |  | **Flexi-Bank Staff** |  |

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| **ROLE:** | **Part Time Catering Assistant – up to 22.5 hours per week** |
| **REPORTS TO:** | Catering Manager |
| **JOB LEVEL:** | Level 1 – up to £25,500 (full time – pro-rata for this part time role) |
| **LOCATION:** | Catering Services Team, Hospice, Strang, Braddan |

**PURPOSE OF ROLE:**

Our Catering Assistant is responsible for a wide variety of kitchen based tasks and will be proficient in delivering a high level of customer care.

**KEY DUTIES - what you will do:**

* Assist with the preparation, provision and service of food to all users of Hospice catering services – this includes our patients, their loved ones, our employees, our busy coffee shop and our coffee van
* Demonstrate customer focus every day by treating our range of service users as a high priority
* Communicate professionally in person with our customers, as required
* Work flexibly with the Catering Manager to ensure that work is delivered based around the needs of our customers
* Undertake general kitchen and cafe duties to include, washing up, setting up and clearing away equipment
* Use equipment in the kitchen and coffee shop when required, including the coffee machine and electronic till
* Help to ensure we keep the kitchen clean and tidy, supporting the Catering Manager to comply with all food hygiene requirements including maintaining high personal hygiene standards to support this
* Assist the Catering manager to gather service users’ views about meals/menus, sharing feedback so that changes can be made to meet our customer needs and to record changes made
* Work in a safe way following Health and Safety policies
* Help to ensure that the kitchen team’s records, both paper and electronic, are completed in compliance with departmental policy and relevant legislation
* Attend any training as required both in your role and following Hospice mandatory training policy
* Be committed to your own personal development as a member of the Catering Team so we can deliver a great service as needs change and evolve

This job description is not meant to be exhaustive and you may be asked to carry out other reasonable duties. It will be reviewed on a regular basis and adapted as required to reflect the changing needs of the service.

**Health and Safety:**

Hospice Isle of Man is dedicated to the health safety and welfare of all its staff and volunteers. All employees will be responsible for their own health, safety and welfare, and that of others who may be affected by their actions or omissions, and for identifying and reporting any possible risks or near misses to a responsible manager. All employees will be required to observe appropriate legislation and codes of practice in connection with their role and will be provided with training and support to do so.

**What we need you to have: our Person Specification**

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| **Qualifications:** | **Is it essential or desirable** | **How we will assess** |
| NVQ Level 1 Professional Cookery, Food & Drink Service | **D** | **A & D** |
| Basic Food Hygiene | **D** | **A & D** |
| Level 2 food hygiene | **D** | **A & D** |
| **Experience:** | | |
| Working in a catering environment | **D** | **A** |
| **Skills/Competencies:** | | |
| Good communication skills | **D** | **I** |
| Good problem solving skills | **D** | **I** |
| Works well in a team | **E** | **I** |
| Happy to be flexible around tasks and to undertake a varied workload | **E** | **I** |
| Able to work effectively under pressure during busy periods | **E** | **I** |
| Ability to manage and successfully deliver a number of tasks and priorities within each shift | **E** | **I** |
| Computer skills | **D** | **A & I** |
| Empathetic outlook towards others | **E** | **I** |
| Willing to demonstrate behaviours at work that are in accordance with Hospice’s values to:  Act with Compassion  Be Collaborative  Commit to the Cause | **E** | **I** |
| **Other:** | | |
| Able to work on a shift basis, which will include some weekends and bank holidays | **E** | **I** |
| Commitment to your own continuing development | **E** | **I** |
| Satisfactory DBS check | **E** | **D** |

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| **How we will assess you** | | | |
| **A** Application & CV | **I** During your interview | **D** When you produce  your documents | **T** Test to assess your  practical competence |