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| JOB DESCRIPTION: | Catering Assistant |
| ACCOUNTABLE TO: | Head Chef via Cooks |
| RESPONSIBLE FOR: | Supporting the delivery of a high-quality catering service |
| OVERALL PURPOSE: | To contribute to the provision of catering services for patients, staff, visitors, and other service users |

Catering Assistants, working collaboratively with colleagues across the Catering Department, are responsible for ensuring that Trinity delivers high-quality, appetising food prepared in a safe and hygienic environment, in line with agreed policies and procedures.

Main Duties and Responsibilities

- Effectively prioritise workload to ensure all tasks are completed in a timely manner.
- Work in accordance with the catering rota, adapting to varied and fluctuating workloads, including periods of operational pressure.
- Maintain high standards of cleanliness within the kitchen, including all equipment and machinery.
- Operate the dishwasher and, where required, undertake manual washing of crockery, pans, and catering utensils.
- Act as a 'buddy' for new starters when required, providing training and support until they are confident to work independently.
- Assist with the preparation and service of food, including (but not limited to) vegetables, salads, and sandwiches, as directed by the Cook(s) or Head Chef.
- Utilise the online catering booking system to support the planning, preparation, and delivery of catering for meetings and functions.
- Maintain departmental records and checklists for audit and compliance purposes, as directed.
- Ensure commodities are used efficiently and in accordance with procedures, minimising waste wherever possible.
- Adhere to high standards of personal hygiene in line with the Personal Hygiene Policy.
- Take food orders and serve meals to patients, staff, and visitors as required.
- Maintain the security of cash and stock in accordance with agreed procedures.
- Report all accidents and incidents promptly and provide written statements where required.
- Support the Cook(s) with ordering supplies in line with agreed procedures.
- Receive, check, and sign for catering deliveries in accordance with departmental policies.
- Report faults or defects in equipment or premises via the online maintenance reporting system.
- Work in accordance with safe working practices and follow all training and instructions provided.
- Complete risk assessments and hazard analysis documentation as required within the department.

General Responsibilities

- Undertake all mandatory training required by Trinity Hospice and Palliative Care Services and participate in additional training as appropriate.
- Maintain strict confidentiality of all information, particularly in relation to patients and staff.
- Participate in annual appraisal and personal development review, taking responsibility for continuous professional development.
- Work cooperatively as part of the Trinity team, communicating effectively about workload issues that may impact others.
- Support and supervise volunteers within the work area, fostering positive working relationships and providing appropriate feedback.
- Ensure awareness of, and compliance with, all current policies and procedures.
- Engage positively with the introduction of new technologies and working practices.
- Promote the Hospice philosophy and uphold Trinity's core values at all times.
- Undertake any other duties that may reasonably be requested within the scope of the role.

Additional Information

This job description is not exhaustive and may be reviewed and updated in consultation with the post holder to reflect service developments and organisational needs.