



# Job Description & Person Specification

**Douglas Macmillan Hospice**  
Barlaston Road, Stoke-on-Trent, ST3 3NZ

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<b>Job Title:</b>	Catering Assistant
<b>Responsible to:</b>	Chef Manager
<b>Accountable to:</b>	Head of Facilities
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<b>Last Updated:</b>	November 2024

## Department Function:

The Catering Assistant provides catering services support for the catering areas. In addition, the role will support the varying requirements of DMH functions across the DMH Hospice site, buildings and local area departments. This will include supporting the catering the needs of clinical & non-clinical areas, visitors & public areas and hospice staff areas etc including supporting generic duties, patient services and hospitality services for internal events

## Job Summary:

To work as an integral part of the DMH Catering Team, contributing to the catering service delivery of all catering services in Douglas Macmillan Hospice, ensuring a safe, clean and hygienic environment is maintained.

## Duties & Responsibilities:

- Set up and deliver hot foods & refreshment trolleys and dispatch to the required areas for patient needs, working lunches, meetings and departmental functions etc
- Maintain and replenish all food supplies, food consumable displays, cleaning materials and consumables in all catering department areas, inclusive of satellite kitchens, stores, staff & visitor's rooms and various equipment, e.g. coffee & drinks machines etc
- Receive and efficiently relay messages within the catering environment, using the appropriate communication systems to effectively optimise the catering services
- To have a full working knowledge of all areas in the building that are covered by the catering service inclusive of satellite kitchens, stores, staff & visitor's rooms and equipment
- To assist in internal events with enquiries, liaison with wider departments regarding orders & deliveries including any replenishments as required & maintains prompt continual customer service in a polite and professional manner
- Ensure that all catering areas and catering equipment is cleaned to the required standard, in accordance with the cleaning schedule, including food trolleys and documenting these tasks correctly under the correct logging processes. Including clearing and cleaning services equipment, utensils, washing crockery/cutlery before the end of the shift.
- Maintains catering hygiene standards in accordance with current guidelines and current food safety regulations, including basic knowledge of infection control.
- To have a full working knowledge of all kitchen equipment, materials and agents and the correct use of them. Referring to COSHH regulations.
- Follows safe systems of work and report hazards, accident and incidents to the Chef Manager in accordance with health and safety procedures, having regard for the wellbeing of staff, patients and visitors.

- To have a working knowledge of all areas in the building which are covered by the Catering Department and able to operate the catering equipment competently i.e. dish washers, sinks, waste disposals etc
- To inspect all equipment prior to use and report any defects to the Chef Manager immediately.
- To undertake catering and mandatory training as part of the individual development and annual performance reviews (OPD)
- To carry out any other duties as required.
- To assist in the preparation and delivery service (trays, trolleys etc) & preparation of vegetables, salads and food provisions
- To comply with the Health and Safety at Work Act.
- To record information as required by the Department / Hospice.
- To ensure patient confidentiality is maintained at all times and information obtained during the course of employment is not released to anyone other than those acting in an official capacity

#### **Dougie Mac Values:**

Our mission is to deliver excellent CARE to people approaching end of life.

- **Compassion** - Working together by considering the views of others, understanding the challenges they face and providing support.
- **Accountability** - Takes personal responsibility for our actions, owning our decisions and behaviours.
- **Respect** - Always trusting, listening and challenging each other. Understanding that we are at our best as individuals whilst working as a team.
- **Excellence** - Embracing excellence by empowering and motivating each other to be the best that we can be.

#### **Standard Requirements of all Dougie Mac Staff:**

- To be flexible and adapt to the needs of the department and your team
- To maintain strict confidentiality and adhere to data protection policies at all times.
- To observe and maintain security procedures.
- Exercise responsible stewardship of hospices resources at all times.
- Attendance at meetings events and activities may require the post holder to work beyond the normal hours / days of work quite regularly – flexibility is essential.
- To have an understanding and demonstrate regard for the Hospice philosophy and its functions.
- Travel in the Stoke on Trent / North Staffordshire area, and on occasions within the UK, to attend participate in training and personal development opportunities, using own vehicle or public transport, for which expenses will be met in line with policies in the staff handbook.
- To maintain an effective and collaborative working relationship with other members of staff and volunteers.
- Conform to conventional standards of business dress when representing the hospice.
- To accept temporary redeployment within any part of the hospice should the need arise and to ensure hospice goals and objectives are met.
- Safeguarding is everyone's responsibility. We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. As an employee, you are expected to follow the Hospice's Safeguarding Policies and report any concerns in accordance with those policies.

#### **Safety Health Environment (SHE):**

- All employees must familiarise themselves with the Hospice Safety Health Environment (SHE) policies, processes and procedures and act in accordance with them at all times. Employees must ensure that they conduct themselves in a manner which does not endanger their own health and safety or that of others.
- All employees have a duty of care to promptly report any near misses, dangerous occurrences or accidents whilst at work in line with the relevant Safety Health Environment procedures
- All employees should attend mandatory Safety Health Environment training sessions annually/periodically for defined activities etc and ensure that they follow the processes and procedures as outlined in the training
- Any breaches of the Safety Health Environment Health standards will be dealt with under the DMH disciplinary procedure.

**Quality:**

- The hospice expects all staff to work to the highest standards. The quality of care provided by every member of staff is paramount.
- All employees must
  - familiarise themselves with the policies and procedures relevant to their role.
  - ensure that they are competent to carry out their role.
- All employees are responsible for the management of risk: they must
- Attend mandatory training;
  - Report incidents when things go wrong and provide evidence that they have learnt from the experience;
  - Record all adverse comment made by patients and their families; as well as customers, donors and the wider public.
  - Raise concerns when they see any unsafe practice within your place of work.

**This job description is intended to be the main guide to the principle duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of the hospice and department.**

<b>Person Specification:</b>		
	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications &amp; Training*</b> <i>Professional and post basic qualifications. Specialised training required for this post.</i>	<ul style="list-style-type: none"> <li>- Minimum Level 1 qualification from the National Qualification Framework</li> <li>- Level 2 Food Hygiene or Equivalent</li> </ul>	<ul style="list-style-type: none"> <li>- <i>Intermediate food hygiene.</i></li> </ul>
<b>Experience</b> <i>Type and level of job-related experience required (expressed as additional/or alternative to qualifications above).</i>	<ul style="list-style-type: none"> <li>- Relevant experience of working in a catering environment</li> </ul>	<ul style="list-style-type: none"> <li>- <i>Catering experience in a health care setting.</i></li> </ul>
<b>Skills &amp; Knowledge</b> <i>Type and level of job related experience required (Expressed as additional/or alternative to qualifications above).</i>	<ul style="list-style-type: none"> <li>- Good organisational skills and ability to prioritise effectively</li> <li>- Basic IT skills are required. Training is available</li> <li>- Operation of catering support equipment, dishwashers, food trollies etc</li> <li>- Temperature recording and information logging</li> <li>- Awareness and compliance with Health and Safety &amp; Food Hygiene legislation</li> </ul>	<ul style="list-style-type: none"> <li>- <i>Knowledge of working within a healthcare setting</i></li> </ul>
<b>Aptitudes &amp; Attributes</b> <i>What aptitudes and personal qualities are required, e.g. written verbal/expression, taking responsibility, cooperating, organising, resolving problems, exercising initiative</i>	<ul style="list-style-type: none"> <li>- Ability to communicate well</li> <li>- Positive and flexible approach to working in a team and supporting other team members</li> <li>- Flexibility towards the changing needs of the organisation and patients</li> <li>- Be able to work to time schedules and under the pressure of a busy Catering department.</li> </ul>	
<b>Other Job Requirements</b> <i>Specific job circumstances such as unsocial hours. Specific requirements, car driver etc.</i>	<ul style="list-style-type: none"> <li>- Ability to work a 7-day rota and flexibility to provide cover when required</li> <li>- Dress in a manner that conforms to accepted formal codes of business dress including uniform</li> <li>- Commitment to own continued personal development</li> </ul>	

**\*National Qualification Framework**

<b>National Qualifications Framework</b>		<b>Framework for Higher Education levels (FHEQ)</b>	
8	Specialist awards	Doctoral (D)	- Doctorates
7	Level 7 Diploma (Professional Qualifications)	Masters (M)	- Masters degree, post graduate certificates and diplomas
6	Level 6 Diploma (Professional Qualifications)	Honours (H)	- Bachelors Degrees, Graduate Certificates and Diplomas
5	Level 5 BTEC HND	Intermediate (I)	- Diplomas of higher education, foundation degree, higher national diplomas
4	Level 4 Certificate	Certificates (C)	- Certificates of higher education.
3	Level 3 Certificate (OND), Level 3 NVQ, A levels		
2	Level 2 Diploma, Level 2 NVQ, GCSEs Grade A*-C		
1	Level 1 Certificate, Level 1 NVQ, GCSE Grade D-G		
Entry	Entry Level Certificate in Adult Literacy		

**Are you interested?**

To find out more or to apply please visit our website: [www.dmhospice.org.uk](http://www.dmhospice.org.uk) or contact HR via **Telephone:** 01782 344300 or **Email:** [applynow@dmhospice.org.uk](mailto:applynow@dmhospice.org.uk) for an application pack.

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