

Catering Assistant



Working with us is awesome!

We see first-hand the importance of focusing on the life in our days not the days in our life. As such we recognise that to be happy in life you need to feel supported, content, motivated, passionate and have fun in the work you do. So with that in mind, we have flexible working arrangements to support the other things going on in your life. You will have a minimum of 35 days leave, including bank holidays, and an additional day off for your birthday (all leave is pro rata for part time staff). We have a broad range of special leave support ranging from adoption to pawternity leave (no that's not a spelling mistake; you have leave when getting a new pet!). We pride ourselves on our fair and transparent pay. In addition, we provide a contributory pension scheme as well as enhanced sick pay. Your wellbeing is essential. We provide an extensive wellbeing programme which includes a free employee assistance programme and a health cash plan. Your opinion also matters so we regularly ask for your input and feedback on how we can improve and on key organisational initiatives. We are here for the whole community and we value the diversity everyone brings to our team. We want you to grow, so we will support you with your learning and development throughout your career with us. As a charity, we are all about pre-loved and sustainable retail and, at all our sites, we care about the impact we are having on our environment. The key thing though on why working with us is awesome is simple: you will make a difference to peoples' lives. You will enable care and support to be given to people when they are feeling at their most scared and vulnerable.

Our Mission is Simple

To provide outstanding care and support to the community of North Devon who are impacted by a life limiting illness.

Catering Department Vision

As a team our aim is to provide high quality nutritional food tailored specifically to our patient's needs, alongside providing a varied and locally sourced menu for our Terrace Café which serves delicious homemade cakes, snacks and meals to patients, visitors, staff and the public.

It is important to us that all our colleagues:

- Act as an ambassador for the hospice
- Show deep motivation to make a real difference to our patients and their families
- Are kind
- Are honest, open and operate with integrity
- Are personally accountable and take responsibility for their own actions, decisions, performance and professional development
- Approach their role with fun, positivity and a growth mindset – and want to learn
- Are not scared to try new things and know that to succeed, sometimes they will have to overcome obstacles to achieve the best outcome for the hospice
- Are proactive in seeking out the information they need to do their job and in sharing information with their colleagues to enable them to do their jobs
- Listen and communicate effectively, calmly and constructively, adapting their approach to the needs and concerns of others
- Are collegiate and act as 'One Team', working in collaboration with their colleagues within and outside of their team
- Understand the impact of their emotions on themselves and others
- Show empathy when noticing unsettling emotions in others
- Speak up when they have worries or concerns and take appropriate action if their values are compromised
- Are open about when they have made a mistake and are proactive in resolving it
- Value and respect others and promote equity, diversity and inclusion

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To succeed in this role you will have:

- A Level 2 Food Safety award
- The ability to provide high quality customer service
- The ability to operate in a multi-disciplinary environment
- The ability to work independently with minimum supervision and as part of a team
- Strong interpersonal skills with the ability to communicate effectively at all levels
- Experience of working in a catering environment
- The ability to adhere to hygiene standards
- Excellent attention to detail
- A hardworking attitude and be enthusiastic, and highly motivated
- The ability to prioritise, work under pressure and meet deadlines
- A flexible attitude to working hours especially regarding covering absence and holidays, including bank holidays and weekends

In this role you will be responsible for:

- Assisting with deliveries to the kitchen
- Checking off orders and placing goods in the appropriate store
- Ensuring that goods are stored and used in a date order system
- Reporting any damages or shortages to the Catering Manager
- Regularly cleaning areas of the kitchen and café as identified in the hospice cleaning schedule
- Regularly cleaning the hospice 'mini kitchens' and undertaking weekly cleaning and monthly defrosting of staff room fridge units
- Undertaking weekly cleaning of catering equipment in Bedded Unit kitchen
- Maintaining and operating the dishwasher and keeping it in a clean condition, including the Bedded Unit dishwasher
- Maintaining the cleanliness of the dish wash area
- Clearing dirty crockery etc. from the café and putting it through the dishwasher or hand washing items
- Stacking the clean crockery on the appropriate racks
- Cleaning kitchen equipment as and when directed
- Assisting with the deep cleaning the kitchens on a regular basis as directed by the Catering Manager
- Working in an efficient and effective manner, cleaning down immediate work areas on completion of tasks
- Maintaining stock, crockery and cutlery at the tea station in café
- Maintaining high levels of cleanliness at the tea station in the café
- Maintaining high levels of cleanliness in the café areas, including tables, chairs, floors and emptying and cleaning waste bins
- Undertaking routine cleaning and restocking of consumables for coffee machine
- Replenishing display and servery areas with stock
- Undertaking basic food preparation and cold food production to include vegetable and salad preparations and sandwich making
- Ensuring correct labels are in place on prepackaged food items
- Carrying out other duties as and when requested which include but not exclusive to:
 - The delivery of hot and cold meals for patients in the Bedded Unit
 - Operating the till in café and receiving payments for food and dealing with customers
 - The delivery and collection of hospitality trays from meeting rooms
 - Participating in the upkeep and recording of all food safety records including but not exclusive to fridge temperature, cleaning schedules etc.
- Covering the absence of colleagues as required

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Your competency framework – you will:

Strategic Thinking and Setting Direction

- Act as a positive role model for change and innovation in a way that inspires and reassures staff, patients, and the public
- Show openness to new information and views from different standpoints and modify own thinking
- Gather feedback from patients, service users and colleagues that helps you to do things better, more efficiently and improve services

Sharing the Vision and Delivering the Service

- Support others to provide good patient care and high-quality services
- Demonstrate a culture of high achievement, showing pride in the quality of our services and acting where improvements are needed
- Participate in and contribute to organisational decision-making processes
- Use feedback on things that are working well and things we could improve to do your job more effectively

Leading People

- Help create the conditions that help the team provide mutual care and support and create pride in achievement
- Be able to receive and act upon challenge and feedback and take action to improve own performance
- Challenge colleagues in a constructive and appropriate way

In addition we will ask you to:

- Promote diversity and inclusion in all that you do
- Complete statutory training in accordance with hospice requirements
- Participate in personal development and review processes
- Adhere to all organisational policies and procedures
- Actively participate in the hospice risk management process in order to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate
- Follow good infection control practice at all times and maintain an up-to-date knowledge of the infection control policies, procedures, and guidance relevant to your area of work

The small print:

- This job description may be reviewed in consultation with you and in light of any changing service requirements
- The job description is not exhaustive; other duties commensurate with the post may be required from time to time

February 2025