

ROLE BRIEF

Department:	Catering
Job Title:	Hotel Services Assistant - Bank
Responsible To:	Corporate Catering Manager/Senior Hotel Services Assistant
Location:	Crowborough
Key Duties:	<ul style="list-style-type: none"> To support the Chef Manager/Chefs/Cooks in providing an effective and efficient food and beverage service to Patients, Visitors and Staff.
Key Accountabilities:	<ul style="list-style-type: none"> To assist the chef in the recording of patients, visitors and staff food and beverage orders and communicate these to the kitchen. To prepare the necessary patient trays and trolleys in accordance with food & beverage orders. To assist in the preparation and service of any sandwiches, salads, cold starters and beverages for patients, visitors and staff meal service. To serve all food and beverages according to laid down standards. To ensure that any special dietary requirements of patients, visitors and staff are recorded and adhered to. To work in the Coffee Shop preparing, serving and taking payment for goods on sale To restock the Serveries, vending machines and counters to predetermined levels. To wash-up all soiled crockery, cutlery, glassware, etc. using the appropriate methods. To play an active role in monitoring and recording patients, visitors and staff satisfaction with our services. To ensure that all relevant documentation is correctly completed and retained for reference. To ensure that any patients, visitors and staff complaints are dealt with promptly and that the Catering Manager and/or Chef is informed of outcomes. To carry out all your duties including the cleaning tasks necessary to maintain a clean, tidy and hygienic environment in keeping with all legislative and hospital requirements. To maintain a high standard of customer service.(Presentation, hygiene, patient care and personal appearance) To attend training sessions provided for food hygiene and COSHH awareness. To keep all mandatory training and e-learning up to date To adhere to catering department policies and procedures.

- To handle payments from patients, visitors and staff for food and beverages in the prescribed procedure, keeping accurate records and providing receipts.

GENERAL

- To carry out any other reasonable duties as requested by senior staff.
- To ensure that confidential information is not disclosed about Horder Healthcare or its associated companies (including information regarding patients and staff) to any unauthorised member of staff, or to anyone outside the employment of Horder Healthcare.
- To act in such a manner as to satisfy public trust and confidence, to uphold and enhance the good standing and reputation of Horder Healthcare.
- To apply information security in accordance with the established policies and procedures of the organisation.
- To take an active role in the Horder Healthcare's staff appraisal system and action agreed goals and objectives.
- You are required to apply security in accordance with established policies and procedures of the organisation.
- To be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm, understanding their relation to the values of Horder Healthcare and to report safeguarding concerns to appropriate professionals, recording incidents accurately.
- To adhere to all policies and procedures including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.
- To take reasonable care for the health and safety of yourself and others that may be affected by what you do while at work and complete all mandatory training as required.
- All staff should be aware of their responsibilities and role in relation to the Business Continuity Plan.
- Infection Control and Hand Hygiene - All employees are required to be familiar with, and comply with, policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques and safe disposal of sharps.

Key Knowledge, Skills and Experience:	Must Haves <ul style="list-style-type: none"> • Good standard of education • Good communication skills • Caring approach • Team player • Self motivated • Well presented • Willingness to learn Nice to Haves <ul style="list-style-type: none"> • Experience of hospitality and customer service work • Aware of key issues in safeguarding children and vulnerable adult
Health and Safety:	The Health Act 2008 Code of Practice for Prevention and Control of Healthcare Associated Infections: You will carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You will comply with national standards, policies, guidelines and procedures. If you need a few tips, speak with our Infection Control Specialist. For clinical colleagues with direct patient contact, this will include (but is not limited to): <ul style="list-style-type: none"> • compliance with clinical procedures and protocols, including uniform and dress code • the use of personal protective equipment • safe procedures for using aseptic techniques • safe disposal of sharps. Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Datix system.
Equal Opportunities	Horder Healthcare's Equal Opportunities Policy tells you all about our commitment to ensuring that no patient, colleague or prospective colleague is discriminated against, whether directly or indirectly on the grounds of: gender, sexual orientation, age, marital status, responsibility for dependants, disability, religion, creed, colour, race, nationality, ethnic or national origin, trade union activity, social background, health status, or is disadvantaged by conditions or requirements which cannot be shown as justifiable.
Confidentiality	You will make sure that no confidential information is disclosed about Horder Healthcare or its associated companies (including information about patients and colleagues) to any unauthorised person.

Safeguarding	You will be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm. Reporting safeguarding concerns to appropriate professionals and recording incidents accurately.
People Managers (if applicable)	You have a responsibility to manage your team, ensuring safe staffing levels at all times. You should ensure all new team members are effectively inducted onto your department; making sure that mandatory training is complete and kept up to date. You should effectively manage your team members monitoring performance and absence, using the HR policies and procedures.
Review	<p>Whilst this role brief outlines the main duties of your role identified at the date of issue, you may be required to carry out additional tasks as requested by senior colleagues.</p> <p>Your role may be subject to amendments in the light of the changing needs of the business, and will be reviewed periodically, which we'll discuss with you first.</p>
Role Brief Agreement	<p>I have read this role brief and understand the contents of my day-to-day duties. I also understand that this role brief may change over time with the business needs of Horder Healthcare. I understand that the role brief will therefore be subject to periodic review.</p> <p>Colleague name:</p> <p>Colleague signature:</p> <p>Date:</p>