

ROLE BRIEF

Department:	Catering
Job Title:	Hotel Services Assistant
Contract (Perm/Temp):	Perm
Responsible To:	Corporate Catering Manager (CCM)/Senior Hotel Services Assistant (SHSA)
Location:	THC
Key Duties:	<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 SHSA and/or 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 agreed standards. • To ensure that any special dietary requirements of patients, visitors and staff are recorded and adhered to.
Key Accountabilities:	<ul style="list-style-type: none"> • To keep all mandatory training and e-learning up to date • To ensure that all relevant documentation is correctly completed and retained for reference. • To ensure that any patient, visitor and colleague complaints relating to food or any other service provided by the Catering Dept. are dealt with appropriately and communicated to the SHSA and CCM or escalated to the CCM if the complaint cannot be settled. • 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 adhere to catering department policies and procedures. • To restock the Serveries, vending machines and counters to predetermined levels . • To wash-up all soiled crockery, cutlery, glassware, etc. using the appropriate methods if needed. • To play an active role in monitoring and recording patients, visitors and staff satisfaction with our services. • 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 report all faulty or broken equipment and ensure that patient service items such as crockery, cutlery, cups & trays are adequately stocked and to pass and orders of such items to the SHSA for authorisation from CCM. • To ensure that all allergenic information is conveyed to the kitchen and documented accordingly.
Key Knowledge,	Must Haves

Skills and Experience:	<ul style="list-style-type: none"> • food safety Level 2 (this will be provided by HH if needed) • The ability to take direction and work as part of a team • Flexibility with regards to shift patterns. • Good written and verbal communication skills • Friendly and outgoing • Positive attitude <p>Nice to Haves</p> <ul style="list-style-type: none"> • To be aware of the key issues in safeguarding children and vulnerable adults • Industry recognised qualification at NVQ level 1 or higher • Previous experience within an Educational or Healthcare catering operation.
Health and Safety:	<p>The Health Act 2008 Code of Practice for Prevention and Control of Healthcare Associated Infections:</p> <p>You'll carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You'll comply with national standards, policies, guidelines and procedures. If you need a few tips, speak with our Infection Control Specialist.</p> <p>For clinical colleagues with direct patient contact, this will include (but is not limited to):</p> <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. <p>Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Datix system.</p>
Equal Opportunities	<p>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 dependents', 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.</p>
Confidentiality	<p>You'll 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.</p>
Safeguarding	<p>You'll 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.</p>
People Managers	<p>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.</p>

Review	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. 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.
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>