

Job Description

Job Details	
Job Title:	Coffee Shop / Barista Assistant
Business Unit:	Northumbria Healthcare Facilities Management (NHFM)
Department/Ward:	Catering
Location:	NSECH Health & Wellbeing Centre
Pay Band:	Band 2
CAJE No:	NFM0068
Main Purpose of the Job	
<p>Responsible for the preparation of foodstuffs, general cleaning of equipment and areas within the Health & Wellbeing Centre and preparation and service of food to staff.</p> <ul style="list-style-type: none"> • The post holder will be required to operate in the central dish wash area. • Preparing foods, such as sandwiches or baked goods, and grinding and blending coffee beans, brewing coffee and tea, and serving items to customers. • Packaging food and beverages for sale. • Selling coffee and tea blends and brewing equipment, highlighting the differences between items, and educating customers about brewing methods. • Cleaning and restocking work and dining areas, emptying trash and sanitizing equipment and utensils. • Learning about brewing methods, beverage blends, food preparation, and presentation techniques to improve food quality. • Updating signage and displays to attract customers. • Taking inventory and replenishing items in display cases, at tables, or behind the counter. Working as part of a fun, high-energy team. • Adhering to all food safety regulations and quality controls. 	

Dimensions
<ul style="list-style-type: none"> • The receipt, checking for quality, temperature, correct quantity as per order to suppliers and the storage of such goods in the appropriate area within the time limits set out in the department policy on HACCP. • To be able to demonstrate the ability to serve food to staff and to be able to check temperature levels and be aware of the Food Temperature Regulations. • Operating the central dish wash machine, cleaning, drying and checking of the crockery and cutlery. • Preparation of vegetables, fruits and salads. • Service of food in the Dining Room and associated areas and preparation of sandwiches, hot snacks and beverages where applicable. • Operation of the cash register. • Awareness of appropriate image/appearance to suit service needs. • To be self reliant. • To be flexible in their working arrangements to cover for holidays and sickness and work all areas of the Health & Wellbeing Centre when required. • Cleaning of premises and equipment to the required standard. • Ensures compliance with the Food Hygiene Policy and the Codes of Practice. Work in such a manner that does not contravene the Health and Safety procedures of the Hospital and the Hotel Services Department. • Participate in training programmes relevant to efficiency, hygiene, fire drills, the requirements of the Health and Safety at Work Act 1974 and other such courses as deemed necessary for the efficient operation of the department. • This job description is not exhaustive but gives a broad indication of the main duties. It may be revised in the light of experience and changing circumstances in consultation with the post holder.
Organisational Chart
<div style="text-align: center;"> <p>Hotel Services Manager</p> <p>Coffee Shop Manager</p> <p>Coffee Shop Supervisor</p> <p>Coffee Shop / Barista Assistant (This Post)</p> </div>

1. Communications and Relationships <ul style="list-style-type: none"> • Provide and receive routine information with staff and suppliers, showing sensitivity when required. • Identify barriers to understanding and seek to overcome these. • Must be able to demonstrate the English language proficiency level required for this post
2. Knowledge, Skills, Training and Experience <ul style="list-style-type: none"> • Knowledge of relevant policies, procedures, systems and regulations gained through induction and on the job training or equivalent experience • Basic Food Hygiene and/or Level 1 Food Safety Certificate or must be achieved within 6 months of start date • Barista / coffee shop training or experience • Basic Numerate & Literate Skills • To act in a professional and courteous manner when dealing with all disciplines of staff, suppliers and members of the public. • To observe the confidentiality of information acquired in the course of work. • Knowledge of work procedures, practices and safe use of equipment in catering services. • To complete Induction and Statutory Training • Knowledge of COSHH • Knowledge of food hygiene procedures • Knowledge of infection prevention and control • Ability to work to agreed tasks • Ability to prioritise and organize own workload • The ability to work within strict health and safety guidelines • Ability to communicate effectively with patients, visitors and staff at all levels. • Ability to communicate with sensitivity when required • Ability to work as a member of the team • Act in a professional and courteous manner when dealing with all disciplines of staff and members of the public • Security and confidentiality awareness • Flexible approach to work procedures and shifts to meet the needs of the whole unit • Knowledge of relevant policies, procedures, systems and regulations gained through induction and on the job training or equivalent experience <p>Desirable</p> <ul style="list-style-type: none"> • NVQ Level 1 or 2 • GCSE Maths and English (or equivalent) • Cash handling experience • Customer Service training • Manual dexterity
3. Analytical Skills <ul style="list-style-type: none"> • May be required to make judgments requiring investigative skills

4. Planning & Organisational Skills
<ul style="list-style-type: none"> Plans own work Able to complete a range of routine work procedures
5. Physical Skills
<ul style="list-style-type: none"> Physical skills required for food preparation to deadlines including the manipulation of tools where there are narrow margins for error i.e. knife skills
6. Patient/Client care
<ul style="list-style-type: none"> Represent the Health & Wellbeing Centre in day to day contact with users in a friendly and efficient manner. Provide catering services to staff
7. Policy & Service Development
<ul style="list-style-type: none"> Full and consistent adherence to all Trust policies in particular those pertaining to Health and Safety, Lifting and Handling, HACCP and patient confidentiality. Comment on changes in practice within their own work area
8. Financial & Physical Resources
<ul style="list-style-type: none"> Handles money Orders supplies and ensures security of stock Ensure efficient use of equipment and foodstuffs.
9. Human Resources
<ul style="list-style-type: none"> Demonstrates own activities to new or less qualified employees
10. Information Resources
<ul style="list-style-type: none"> Records personally generated information Process own time sheets and work records Responsible for entering data in text processing or storage data format onto computer based data entry systems e.g. staff records cards/human resources ESR system/electronic menu system/patient meal numbers/recharges/e-KSF etc. You will be expected to have basic functional skills, including literacy, mathematics and digital skills. Digitally literacy is the ability to locate, organise, understand, evaluate and analyse information using digital sources. This is in line with 'digital readiness indicator for health and social care', which has been developed in the Building a Digital Ready Workforce Programme (BDRW), between Health Education England (HEE) and NHS Digital, and is part of the Government's Digital Transformation Portfolio (DTP) (2019)
11. Research & Development
<ul style="list-style-type: none"> Completes staff surveys when required Undertakes audits as required

12. Freedom to Act
<ul style="list-style-type: none">• Work within the trust and department policies, guidelines and procedures.• Operates to health, hygiene and food preparation procedures within government policies.• Guided by standard operating procedures and established practice with access to supervision.• Work monitored – supervisor is generally available for reference

Standards

The statements outlined below are the standards of which all employees of Northumbria Healthcare Trust are expected to comply.

Works to the standards expected in the Northumbria Healthcare NHS Foundation Trust statement of values.

Risk Management - to deliver the quality standards and targets outlined in the Trust's Risk Management Strategy and local operational policies

Infection Control:

It is your responsibility to adhere to infection control policies and guidelines in order to promote cleanliness and reduce infections. Hand hygiene must be undertaken correctly to prevent the spread of infection. Personal protective equipment must be used in accordance with Trust policy. You must contribute to the cleanliness of the work environment and keep it "clutter free" and tidy. You must also attend mandatory training and updates to ensure you receive training appropriate to your role

Health and Safety:

Managers have a duty to ensure that safe systems of work are used within their area of responsibility; to investigate accidents and incidents; to arrange for risk assessments to be conducted annually, and to ensure staff attend appropriate health and safety training.

All employees have a duty to take reasonable care for their own health and safety, and that of others who may be affected by their activities; to cooperate with the Trust by complying with all health and safety rules and safe systems of work; and to inform their line manager of any work situation, or practice which may be considered a danger to health and safety.

Patient, Carer & Public Involvement:

Managers have a duty to ensure that the principles of patient, carer and public involvement are adhered to throughout all areas of responsibility in line with Section 242 of the NHS Act 2006 (as amended by the Act 2012) which requires the duty to involve and consult users. A 'user' is defined as someone who is using services, or someone who may use them. In addition, this requires NHS organisations to involve and consult patients and the public in; The planning and provision of services and the development and consideration of proposals for changes in the way services are provided.

This ensure that patients are the focus of everything we do, we share good practice in line with Trust policies and procedures, this includes learning from complaints and concerns.

Safeguarding:

The safeguarding of all those who are vulnerable is an enormous obligation for all of us who work in the NHS and partner agencies.

Safeguarding children and adults at risk of abuse or neglect is complex, frequently under review and we must all take responsibility to ensure that it works effectively.

Safeguarding is everyone's responsibility. It remains the responsibility of every NHS organisation and each individual healthcare professional working in the NHS to ensure that the principles and duties of safeguarding adults and children are holistically, consistently and conscientiously applied with the needs of adults at risk or abuse or neglect at the heart of all that we do.

Partnership working is also key and it is vital that local practitioners continue to develop relations and work closely with colleagues across their local safeguarding system to develop ways of working that are collaborative, encourage constructive challenge and enable learning in a sustainable and joined-up way.

NHS England will continue to seek assurance that the safeguarding arrangements across the health system are effective.

Environment and Sustainability:

The trust aims to be an exemplar organisation that embraces sustainability and meet its corporate responsibility. It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that is not wasteful of environment, financial and social resources throughout their daily activities.

Appendix 1

NOTE: *This appendix is not intended to form part of the 'official' Job Description, but is intended for Job Evaluation purposes only.*

Effort and Environment:

Physical –

- *Frequent requirement to exert moderate physical effort for several short periods during a shift*
- *Lift dishwasher loads, push and pull trolleys containing crockery and pans; pan washing*

Mental –

- *Frequent concentration required when checking stores from suppliers, completing forms, using machinery – the work pattern is predictable*

Emotional –

- *Meeting time constraints on the service.*
- *Exposure to emotional circumstances is rare*

Working Conditions –

- *Hot and humid working conditions*
- *Daily exposure to unpleasant smells*
- *Working in noisy conditions*

Appendix 2

Grid

	DUTIES AND RISK FACTORS OF THE POST	Yes	No
1.	Exposure Prone Procedures (EPP's)*		X
2.	Manual Handling Operations	X	
3.	Dust, Dirt, Smells	X	
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)		X
5.	Patient Contact		X
6.	Babies/Children Contact		X
7.	Food handling / Preparation	X	
8.	Driving		X
9.	Fork Lift Truck Driving		X
10.	User of Display Screen Equipment	X	
11.	Noise	X	
12.	Infestation		X
13.	Blood and Body Fluids/Waste/Samples/Foul Linen		X
14.	Excessive Cold	X	
15.	Excessive Heat	X	
16.	Inclement weather		X
17.	Radiation		X
18.	Laser Use		X
19.	Heights over 2 metres		X
20.	Confined Spaces		X
21.	Vibration i.e. Power Tools		X
22.	Using machinery with moving/exposed parts	X	
23.	Shift work	X	
24.	Use of latex products		X
25.	Physical violence / aggression	X	
26.	Employment of young people		X
27.	Any other hazards please specify		
28.	Other	X	

If any hazard is identified above please give details below.

*Definition of Exposure Prone Procedures (EPP's)

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue

(spicules of bones and teeth) inside a patients open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.

Person Specification

Job Title:	Coffee Shop / Barista Assistant	
Department:	Catering	
Location:	Trustwide	
Specification	Essential	Desirable
Qualifications / Professional Registration	<ul style="list-style-type: none"> Basic Food Hygiene and/or Level 1 Food Safety Certificate or must be achieved within 6 months of start date Basic Numerate & Literate Skills 	<ul style="list-style-type: none"> NVQ Level 1 or 2 GCSE Maths and English (or equivalent)
Experience and knowledge	<ul style="list-style-type: none"> Knowledge of relevant policies, procedures, systems and regulations gained through induction and on the job training or equivalent experience Barista / coffee shop training or experience Knowledge of work procedures, practices and safe use of equipment in catering services. Knowledge of COSHH Knowledge of infection prevention and control Knowledge of food hygiene procedures 	<ul style="list-style-type: none"> Cash handling experience Customer Service training
Skills and abilities	<ul style="list-style-type: none"> Ability to work to agreed tasks Ability to prioritise and organize own workload The ability to work within strict health and safety guidelines Must be able to demonstrate the English language proficiency level required for this post 	<ul style="list-style-type: none"> Manual dexterity
Personal attributes	<ul style="list-style-type: none"> Ability to communicate effectively with patients, visitors and staff at all levels. Ability to communicate with sensitivity when required Ability to work as a member of the team Act in a professional and courteous manner when dealing with all disciplines of staff and members of the public Security and confidentiality awareness Flexible approach to work procedures and shifts to meet the needs of the whole unit 	

Other requirements	<ul style="list-style-type: none"> • Must be able to meet the physical demands of the job 	
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