

ANEURIN BEVAN HEALTH BOARD

JOB DESCRIPTION

JOB DETAILS

Job Title:	Facilities Operative - Catering
Banding:	Band 2
Department:	Facilities
JD Identifier:	2015/0152

ORGANISATIONAL ARRANGEMENTS

RESPONSIBLE/ ACCOUNTABLE TO:	Facilities/Catering Co-ordinator/Supervisor
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PURPOSE OF POST:

The post requires the post-holder to be flexible in the performance of their duties, within the Kitchen/Catering service. These duties will cover Main & Ward kitchens; Restaurant; Shop; Catering Stores & Portering, and will include food preparation and service, cleaning; moving, storing and recording stock.

The post-holder must be able to demonstrate excellent customer service skills to patients, staff and the public and also observe the current Health and Safety Regulations, carrying out duties in accordance with COSHH, waste disposal policy and standards outlined in the Operational Services Manual.

He/she must be able to work without constant supervision, and be able to work as part of a team ensuring security and economical use of NHS property including food, materials and cash.

The post-holder must wear the correct uniform, safety footwear at all times whilst on duty to comply with hygiene regulations, and the ABUHB Uniform Policy.

DUTIES AND RESPONSIBILITIES

Food Preparation & Service:

1. Serve meals, snacks, salads, sandwiches, beverages etc for patients, staff and visitors.
2. Prepare basic foodstuffs eg sandwiches, bacon, eggs etc. for customers.
3. Prepare tables and/or trays for patient's meals, clear away including washing of crockery after meal and beverage times as instructed.
4. Replenish patient's water jugs as required.

5. Record temperature of food and report if appropriate.
6. Check temperature of food before and after re-generation in accordance with Health Board guidance.
7. Maintain hygiene in food storage, preparation and cooking, including the correct labelling of food products as required.
8. Communicate with patients, visitors and staff on day to day matters relating to Facilities Catering/Retail Services.
9. Establish effective relationships with patients, visitors and staff and responding appropriately to customers.
10. Report faults/defects/concerns and risks of equipment or facilities, dangerous occurrences, infestations, and health hazards to Facilities Co-ordinator.
11. Service of foods and beverages to patients, staff and customers. Meals to patients via Hostess/Host service, and to staff and visitors via the Restaurant/ and/or retail Outlet.
12. Maintain the prescribed portion control in the service of food and beverages to the customer.
13. Assist in the preparation, delivery and service of staff/visitors meals and hospitality functions
14. Control of food safety and quality throughout continuous monitoring of food temperature and correct catering operation in accordance to Food Safety, Health & Safety & HCCP procedures and good working practice.
15. The post holder will be expected to comply with presentation and standards of portion control, including preparing and portioning food for chilling, freezing or hot line service.

Cleaning

1. Cleaning of all associated work areas including kitchens, beverage bays, floors, equipment, fittings and fixtures, defrosting refrigerators and cleaning of general purpose trolleys.
2. Carry out controlled daily and weekly cleaning programme according to daily rotas and cleaning schedules, equipment, floors, walls, furniture, fittings and appliances. To carry out daily cleaning of the main kitchen and equipment in accordance to cleaning specification and hygiene standards defined in Food Safety Legislation.
3. Work to agreed cleaning specifications in line with infection prevention guidelines to ensure the effective level of hygiene & contribution to the control of cross-infection and contamination and in accordance with Health Board Policies, Procedures and Departmental guidelines.
4. Observe colour coding applicable to work area. Collect refuse, and be mindful of risks which may be encountered and carry out cleaning tasks with minimum disruption to colleagues, staff, patients and visitors.

5. Ensure personal hygiene is maintained to a high standard at all times. Cleaning duties will include support by mechanical aids, steam cleaners, and floor scrubbers/dryers.
6. Ensure spillages of any kind are promptly mopped up to avoid risk of slipping on wet surfaces.
7. Ensure the cleanliness of fridges, freezers, preparation areas, cupboards, store rooms, sinks, cloakrooms, walls and floors, glass, ledges to the required standards.
8. Dispose of any food waste to comply with required legislation.
9. Washing up and disinfecting pots/crockery/utensils and cutlery by hand/machine.
10. Cleaning routine or specialist catering equipment, work surfaces, stores, refrigerators, floors, walls, ledges in accordance with cleaning schedules and cleaning specifications.
11. Use mechanical scrubbing/polishing machines for the cleaning of floors on a daily basis. Ensuring that all equipment used is left in a clean and hygienic condition after use.
12. Carry out segregation of equipment used in and for cleaning of areas of high risk foods.
13. Use, maintain and store all equipment and materials safely in the correct manner observing CoSHH Regulations and Practices.

Retail/Shop

1. Operate the cash register, undertake completion of cashing up procedure & liaising with general office staff in line with laid down procedures and the Health Board's standing financial procedure.
2. Ensure that all meals/beverage/snacks served to customers are paid for by cash and the correct change given & follow correct Till Handling procedure.
3. Replenish vending machines as required.
4. Complete requests for goods and stock for the restaurant/shop retail outlet following good stock control of goods.

Kitchen Stores/Portering

1. Receive/unload deliveries of food, materials and equipment.
2. Decant goods to designated storage areas
3. Ensure that food deliveries are of the correct temperature and of acceptable quality, and complete the relevant paperwork.
4. Replenish stock items, following guidelines of good stock rotation.
5. Replenish disposable items.

6. Liaise with the supervisor on menu and stock levels of meals, ingredients and non-consumable items. Control foods and stores within catering coupled with the maintenance of reasonable stock levels.

Personal and People Development

- Participate in NVQ and mandatory & relevant training.
- Aid and assist training of new staff.

RISK MANAGEMENT

As a member of Aneurin Bevan University Health Board, you should proactive in identifying and reporting risks associated with the environment and working practices.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Aneurin Bevan University Health Board have a statutory duty of care for their own personal safety and that of others who maybe affected by their acts or omissions. Employees are required to co-operate with management to enable the ABHB to meet its own legal duties and to report any hazardous situations or defective equipment.

FLEXIBILITY STATEMENT

The content of this Job Description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities. The Job Description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances following consultation with the post holder.

CONFIDENTIALITY

All employees of Aneurin Bevan University Health Board are required to maintain the confidentiality of members of the public and members of staff in accordance with Aneurin Bevan Health Board policies.

EQUALITY

Aneurin Bevan University Health Board will take all practicable steps to ensure that staff are recruited, managed, developed, promoted and rewarded on merit and that equal opportunities are given to all staff. Each employee is responsible for his or her own professional and personal behaviour and there is a requirement for all staff to conduct themselves in a manner, which does not cause offence to another person.

PERSON SPECIFICATION

JOB TITLE: Facilities Operative - Catering Band 2

	<u>ESSENTIAL</u> The qualities without which a post holder could not be appointed	<u>DESIRABLE</u> Extra qualities which can be used to choose between candidates who meet all the essential criteria	METHOD OF ASSESSMENT
PREVIOUS EXPERIENCE		<ul style="list-style-type: none"> • Experience of working in a customer focused environment • Experience of undertaking a facilities role. 	Application Form Interview References
KNOWLEDGE, & TRAINING	<ul style="list-style-type: none"> • Good basic education • Level 2 Food Safety or requirement to attain • NVQ level 1/2 in Facilities Services and/or Customer Services • Willingness to undertake accredited & mandatory training relevant to the role 	<ul style="list-style-type: none"> • Basic IT skills • Spoken or written Welsh language 	<ul style="list-style-type: none"> • Reference • Interview • Certificates
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Excellent communication skills • Keen to develop knowledge and skills to support their role. • Pleasant, caring and polite manner • Motivated • Able to work flexibly. • Able to work autonomously without direct supervision • Able to recognise own limitations and seek support & guidance when required. • Team Player • Good organisational skills • Dependable with good time management skills. • Able to give a positive impression of yourself and the organisation 		<ul style="list-style-type: none"> • Interview • Reference