

Job Description

Job Title:	Catering Administrator
Base:	Catering Department – Salisbury District Hospital
Band:	2
Reporting to:	Catering Admin Lead

Our Values

Our values are at the heart of everything we do. You can expect to see them in the way we act and the way we treat each other. Our values make us who we are.

Person Centred and Safe

Our focus is on delivering high quality, safe and person focussed care through teamwork and continuous improvement

Professional

We will be open and honest, efficient and act as role models for our teams and our communities.

Responsive

We will be action oriented, and respond positively to feedback.

Friendly

We will be welcoming to all, treat people with respect and dignity and value others as individuals.

Progressive

We will constantly seek to improve and transform the way we work, to ensure that our services respond to the changing needs of our communities

Main Purpose of the Job

- To provide administrative support to the Catering Department, responsible for maintaining the Menu Mark system and for processing invoices, budget transfers. To liaise with Wards and Departments to ensure customer requests are dealt with in a responsible and timely manner.
- To achieve and maintain professional standards, as determined by the Catering Department, you will work within expected standards and results. Someone will generally be available for reference and work may be checked on a sample/random basis.
- You will adhere to the Trust's Policies and Procedures. Much of the job requires working on your own initiative with senior members of the Catering Department available for guidance if required.
- To help support the prevention and control of infection by maintaining a clean and safe environment.



Main Responsibilities and Duties

COMMUNICATIONS AND WORKING RELATIONSHIPS

1. Develop and maintain effective working relationships with colleagues.
2. To communicate formally and informally with Staff at varying levels within the Trust, patients and customers using tact and sensitivity where required. Ensuring that day to day duties are performed to and meet with, the required daily standards.
3. Able to effectively speak to patients/customers about services we provide.
4. You are expected to be courteous at all times and maintain high standards of personal hygiene due to the physical nature of this post and close contact with others.

Key Tasks

1. Responsible for maintaining adequate supplies of menus for collation and distribution to Wards and ensuring the Kitchen receives detailed production lists daily.
2. Maintaining updated records of the Patient Menu System.
3. To observe correct use and care of equipment and reporting breakdowns or defects to ensure maximum efficiency and serviceability of all equipment used by the Catering Department.
4. To be a key catering link to the Wards, assisting in effective communication.
5. Assisting with problem solving and actioning/resolving minor complaints and highlighting any potential areas of concern to the Senior Manager on duty.
6. Invoices and budget transfers are actioned appropriately and within time-scales.
7. Liaise with the Head Chef/Assistant Head Chef on menu and the maintenance of reasonable stock levels.
8. To report for duty at the time specified on the duty rota ensuring that co-operation and assistance with other members of staff in the service and delivery of food to patients, staff and visitors is achieved and maintained.

9. To work with a flexible attitude and be willing to carry out any other duties of similar nature, which may become necessary when required thus building good team relationships and excellent customer care skills and providing a friendly and efficient place of work.
10. To observe the correct cash handling procedures including keeping accurate records according to Trust policy and reporting discrepancies in order to provide reliable monitoring of cash and stocks.
11. To be able to carry out duties in a major incident, fire, site security or any other emergency ensuring effective contribution.
12. To put into practice, training and instruction given and contribute appropriately to the efficient delivery of the Catering Service.
13. To Follow Departmental and Trust Policies and make comment on proposal to change if required.
14. There is a requirement to occasionally work in other areas of the department such as retail serving food, clearing tables, and operating the till, making sandwiches, helping with tasks in the kitchen.
15. To complete surveys and audits as required in this post, i.e. Staff surveys.
16. To maintain Patient safety through vigorous and consistent compliance with Trust Policies for the prevention and control of infection, including hand hygiene. To undertake appropriate mandatory training and updates in infection prevention
17. To safeguard and promote the welfare of children and young people, in compliance with Trusts and staff responsibilities, under Section 11 of the Children Act 2004; to follow the trust's Safeguard Children and Child Protection Policies and Guidelines and undertake appropriate mandatory training and updates in safeguarding children/child protection.
18. By following Trust Policies in relation to Safeguarding Adults, staff will ensure that they work with other agencies to protect all adults from abuse at any time.
19. To respect and value the diversity of our patients, their relatives, carers and staff by committing to address the needs and expectations of the



diverse communities we serve to provide high quality care, and strive to make best use of talents and experience from our diverse workforce.

Additional Information

The Trust may ask you to undertake other duties, as required, which are not necessarily specified in the job description but which are commensurate with the grade of the post. If this results in significant changes to the job description, it may be subject to a banding review, in line with the Trust's Control of Banding policy.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Appendix A of this Job Description and Person specification details key information you should be aware of.



Person Specification

Job Title:	Catering Assistant
Base:	Salisbury NHS Trust

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Criteria	Essential	Desirable
Trust Values	<p>We will expect your values and behaviours to reflect the Values of the organisation:</p> <p>Person Centred and Safe Professional Responsive Friendly Progressive</p>	
Education, Qualifications and Training	<ul style="list-style-type: none"> • Good communication skills, both verbal and written. • RSA II Typing/Word processing or equivalent qualification (or willing to learn). • Sound knowledge of excel with the ability to input and collate data • Customer service skills. • Ability to work unsupervised, once trained, to effectively achieve deadlines. • A team player with ability to liaise with other Departments and Wards at all levels. • To understand and observe the Data Protection Act and the need for confidentiality. 	
Experience	Experience in a customer focussed role is an advantage	



Knowledge and Skills	<p>Planning and Organisational Skills: the ability to plan and prioritise your own day to day work tasks as appropriate. To respond to communications via bleeps, telephone, email, and allocate work to colleagues if required.</p> <p>Analytical and Judgmental Skills: this post will require you to solve problems and adjust your work pattern as situations change e.g. to cover sickness and holidays</p>	
Other Job-Related Requirements	<ul style="list-style-type: none"> • Ability to demonstrate good numeracy and literacy skills. • Excellent computer keyboard skills. • Ability to work as a Team member as well as on own initiative. • To understand and observe the Data Protection Act and the need for confidentiality. • Excellent communication skills, both face to face and on the telephone. 	



Appendix A

Additional information applicable to all posts

Confidentiality

During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal. You must adhere to the Trust Data Quality Policy and be fully versed in the responsibilities outlined for your job role.

These obligations are in line with common law duty of confidentiality, Caldicott Principles. Data Protection Act 2018 Freedom of Information Act 2000.

Equality and Diversity

The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

Quality and Safety

Patient, service/facility user and staff safety is paramount at Salisbury NHS Foundation Trust. The post holder will promote a just and open culture to reporting of incidents and adverse events. The post holder should be aware of current health and safety policies of the Trust and are required to co-operate with management and safety representatives on matters relating to the Health and Safety at Work Action, including the Radiation Protection Supervisor. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.

Vetting and Barring Scheme

The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.

It is a criminal offence for someone barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone barred from working with vulnerable adults or children are liable for prosecutions.

Infection Control

To ensure the practice of self and others is at all times compliant with infection control, including hand hygiene policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment. To undertake mandatory annual training/updates in infection prevention and control.

Government and Risk

Adhere to Trust policies, procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

Duty of Candour

The post holder is also required to ensure compliance with the statutory "duty of candour". This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led to



significant harm. It is aimed at helping patients receive accurate, truthful information from health providers achieving a wholly transparent culture.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its service and in assuring robust clinical and corporate governance. Data Quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality.

Safeguarding

To safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under Section 11 of the Children Act 2004; to follow Trust safeguarding children and child protection policies and guidelines and undertake appropriate mandatory training and updates in safeguarding children/child protection.

By following Trust policies in relation to Safeguarding Adults, staff will ensure that they work with other agencies to protect all adults from abuse at any time.

COVID Vaccination

During the COVID-19 pandemic, it has been necessary to take significant steps to protect the health and safety of our staff, service users and those attending our sites. In order to comply with our duty of care, we continue to encourage and support our staff to have the COVID vaccine in order to protect themselves, colleagues and their patients as this is the best line of defence against COVID-19.

Training and Personal Development – continuous professional development

There is a requirement for all Trust employees to take part in an annual appraisal; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students/trainees and other learners in practice.

Sustainability and Carbon Reduction

Every member of staff is encouraged to take responsibility for energy consumption and carbon reduction and is expected to incorporate the agenda of sustainability, carbon and health in their daily work.

Flexible Working

We support flexible working and will consider requests taking into account the needs of the service.

