



*Being there for you  
and your family*

## **JOB DESCRIPTION**

**JOB TITLE:** Bank Catering Assistant  
**RESPONSIBLE TO:** Catering & Hospitality Services Manager  
**HOURS OF WORK:** Bank  
**LOCATION:** LOROS Hospice, Groby Road, Leicester  
**JOB PURPOSE:**

To assist the Catering & Hospitality Services Manager and Chefs with the day to day organisation, control and smooth running of all areas within the Kitchen and front of house services to provide the following services to all customers including patients, staff, visitors and contractors:

- Breakfast, Lunch and Evening Meals for our in-bed inpatient ward  
Lunch and high tea for our Day Therapy patients – weekdays only  
Support the Hospice Café service as delivered by Volunteers  
Provision of vending services (out of hours)  
Staff dining  
Support with Corporate Hospitality for meetings, events and special functions  
Providing cover and service in the LPDC café as required.

Support the training and development of junior members of the team.

Ensuring that standards of cleanliness, food and beverage preparation, cooking, service and presentation are maintained to the required standards at all times.

Assist the LPDC CDP with delivering catering and hospitality services in the LPDC on campus as required.

Maintain and display the highest levels of customer service and attitude at all times.

Adhering to the current, up to date LOROS food hygiene policy.

## **DUTIES AND RESPONSIBILITIES:**

1. Help maintain the standards of food hygiene and kitchen cleanliness to comply with current Food Safety Legislation (in particular, but not limited to, The Food Safety and Hygiene (England) Regulations 2013 and the Food Safety Act 1990) by ensuring the food preparation areas, wash up areas, front of house equipment, floors and other kitchen tools or areas are clean and hygienic.

2. Carry out frequent cleaning checks and maintain all kitchen equipment and structure is in a safe working condition and report any faults to the Catering & Hospitality Services Manager/Chef/LPDC Chef. Maintaining standards as agreed within the Department. Ensuring all due diligence paperwork (cleaning schedules and temperature monitoring) is completed in a timely manner and is accurate and true.
3. Help ensure that the highest standards of food preparation and presentation are maintained and displayed to the required standards at all times.
4. To work in all areas of the Kitchen and Front of House on a rota basis (LPDC ad hoc) under direction of a Chef to help prepare, cook, present and serve all food items required for all aspects of catering service delivery (as detailed above), at times this will include working unsupervised.
5. Cleaning all on site catering fridges and also cleaning the snack bar on a daily basis, at a time as arranged with the Chef on that day.
6. Display an excellent standard of customer service, encouraging a professional and efficient offering at all times.
7. Help control food costs within the department through portion control and the correct and economical use of all food items and wastage at all times. Look for ways to reduce waste and limit costs.
8. Support the hospitality coordinator position in taking meal orders and delivering the food to the patients both on the ward and in day therapy.
9. The good receipting and recording of temperatures for food deliveries, decanting and storage, reporting any discrepancies to the Chef.
10. Sorting, storing and distributing ingredients/condiments/consumables/crockery etc. – restocking the main (staff) dining room, relative's suite, snack bar, day therapy etc.
11. Liaise politely and professionally with nursing team, patients, relatives, other customers, staff, volunteers and managers as required.
12. Thorough working knowledge of the menus ensuring allergen and dietary needs are both recorded and communicated to the appropriate staff members. Also menu knowledge should be sound in order to enhance the patient/customer experience.
13. Collecting all breakfast, dinner and tea pots in a timely manner and returning them to the kitchen, so the patient bedside tables are clear outside of meal times. Walk the ward near kitchen closing time to remove any remaining pots into the pot wash area.
14. Ensure that the dining rooms and any spaces where hospitality has been provided is cleared of pots and spaces cleaned in a timely manner. Check and empty the dirty pot

rack in the dining room on a regular basis.

15. Ensuring the correct usage and storage of all cleaning chemicals, and cleaning equipment at all times. Having an awareness of the COSHH implications of the used chemicals, particularly first aid measures and personal protective equipment.
16. Operation of an industrial dishwasher. Cleaning the dishwasher daily. Washing utensils, crockery, cutlery, glassware and cooking vessels and making sure they are stored appropriately and clean for use.
17. Ensuring the vending machine is fully stocked on a daily basis.
18. Contribute positively to team work and a positive working culture.
19. Attend team meetings and yearly appraisals and contribute constructively to them.
20. Ensuring correct uniform and safety wear is clean and worn at all times.
21. Disposing of rubbish via the correct waste stream.
22. Take responsibility for ensuring mandatory training is completed as required for yourself.

#### **GENERAL:**

All staff are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.

To carry out and comply with the prevention and control of infection as per LOROS policies and procedures.

All staff are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.

The post holder is responsible for safeguarding the interests of children and adults who they come into contact with during their work. To fulfil these duties post holders are required to undertake mandatory training to recognise the signs and symptoms of abuse, or neglect, or individuals at risk and to follow LOROS policies relating to safeguarding practice including reporting any concerns that they may have.

Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Co-operate with their employer as far as is necessary to meet the requirements of the legislation.

All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

**The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.**

Signed..... Date.....

**Postholder**

Signed..... Date .....

**Line Manager**