



# SENIOR CATERING ASSISTANT

## INFORMATION FOR CANDIDATES

## ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



# OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

## Our Vision:

“To provide excellent care for the communities we serve”

## Our Values:



## OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

## OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

## A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

*Louise Barnett*

Louise Barnett  
CHIEF EXECUTIVE OFFICER

# COLLEAGUE BENEFITS

## GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

## FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

## HEALTH AND WELLBEING

### PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

### PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

### HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

## LEARNING AND DEVELOPMENT

### COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

### LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

### ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

### APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



## JOB DESCRIPTION

<b>Job Title</b>	Senior Catering Assistant
<b>Grade</b>	Band 2
<b>Department</b>	Facilities – Catering Services
<b>Accountable to</b>	Line Manager

## JOB PURPOSE

The post holder will be required to work as part of the food service team in the catering department and at ward level at Royal Shrewsbury Hospital to provide and maintain an efficient catering service for *[both]* patient service *[and]* commercial services. This will include service of patient meals, working in the main kitchen area assisting with food preparation and cleaning and working in the central dish wash and pot area.

# MAIN DUTIES AND RESPONSIBILITIES

- General cleaning duties of all areas in accordance with the departments cleaning schedules using the appropriate cleaning materials/chemicals/equipment for the job, and using personal protective equipment PPE as appropriate and required for the job.
- Responsible for complying with good hygiene and health & safety practices within the department in accordance with standing operating procedures and current Food Safety and Health & Safety Legislation.
- Ensure high standards of personal hygiene are maintained in accordance with the Trust Food Safety Policy Code of Practice 4 in Personal Hygiene and current legal requirements.
- To ensure the correct storage and stock rotation takes place within all Patient and Commercial services in line with HACCP principles.
- To complete appropriate HACCP food safety documentation including taking and recording food temperatures for the departments HACCP Food Safety Management System and take corrective action where necessary. E.g. recording food temperatures at ward level.
- To serve patient meals [via bulk heated Burlodge trolleys] accurately as per patients choice, liaising with ward staff to ensure patients receive the correct meal requested and provide assistance and advice to any new patients.
- To support in clearing all patient meal items [i.e. crockery, cutlery and food waste] from the patient's bedside/table at the end of the meal period and return it to the catering department into the wash up area.
- To provide excellent face to face customer service at all times whilst on the wards and within our commercial outlets.
- to carry out the picking, packing and loading of the patient food into the [bulk heated Burlodge trolleys].
- To ensure Apley Restaurant counters are set up ready for meal service and to serve on the counter, till and wrap station where required, ensuring food is kept to the correct temperature ready to serve to patients, staff and visitors as per the Food Safety policy.
- To maintain high standards of meal presentation and customer service standards, whilst ensuring correct portion control is adhered to at all times.
- To stock and maintain cleanliness of all coffee vending machines across the hospital. Ensuring that the service trolley is stripped, cleaned, sanitised and replenished with stock from the kitchen ready for next use.
- To assist with basic food preparation of items such as custard, gravy etc. and function menu items i.e. tea, coffee, biscuits, sandwiches etc.
- To support in other areas within the Catering department as and when required to meet service needs, for example Stores and Caffé Bistro.
- To deal with visitor or staff member complaints and escalate where appropriate.
- Ensure the careful use of resources to reduce unnecessary waste and comply with departmental stock rotation and control policy.
- Report all sightings of pests to the Supervisor or Line Manager.
- Report all accidents/incidents and near misses in accordance with the Datix incident reporting policy to your Supervisor, or Line Manager.
- Work in accordance with Trust's Policies and Procedures including COSHH, Fire Safety and Manual Handling.
- To comply with all Departmental Standard Operating Procedures [SOPS] including SOP6 Food Allergens, SOP7 Burlodge Trolley and any other as instructed by your Supervisor or Line Manager.
- To attend Food Safety Training to include Induction, CIEH Foundation certificate in Food Safety in Catering, Annual Food Hygiene Refresher Training courses, Trust Statutory Safety Updates [SSU] and any other mandatory training as and when required.

- Supporting the Supervisor or Line Manager with the training and development of new staff through a buddy scheme, ensuring consistent high levels of competency in their main duties.
- To carry out washing up duties within either our main Central Dish wash area or ward kitchens. In the event of a breakdown of this machinery you may be required to carry out these duties by mechanical methods instead.
- Empty, strip down dishwasher and clean daily and turn off at the end of shift ready for the next day. Replenish chemicals as and when required.
- Undertake regular equipment training and observing the correct use and care of equipment at all times.
- To attend team meetings, 121's and a yearly appraisal.
- To attend any training that your Line Manager deems necessary to ensure you have the correct skills to complete your role safely.
- Any other duties as may be delegated by the Supervisor / Line Manager.
- On rare occasions you may be required to clean up and dispose of bodily fluids within our commercial or kitchen areas.
- Work in accordance with duty rotas and work schedules.

## SYSTEMS AND EQUIPMENT

- Ensure the correct use of a variety of equipment including mechanical pot/dishwasher, Burlodge food trolleys, microwaves, coffee machines, tills, Panini grills, electronic probes and knives, whilst maintaining the cleanliness of these items and following safety guidelines at all times. Use of this equipment will require physical skills obtained through induction and practice.
- Ensure all equipment is safe and clean before use whilst ensuring the correct use of cleaning materials in accordance with COSHH regulations.
- Report any equipment or building defects to the Supervisor or Line Manager.
- You may be required to use departmental IT systems, tills and emails.

## DECISIONS, JUDGEMENTS AND FREEDOM TO ACT

- Works with own initiative and is guided by standard operating procedures and policies, works with little supervision, refers to supervisor when necessary. Will be required to deal with queries from members of the public, patients and staff from other departments.
- To work in accordance with Trust's Policies and Procedures, including Food Safety Legislation, Departmental Codes of Practice, Standard Operating Procedures, COSHH, Fire, Manual Handling, Health & Safety and attend all Statutory Training.
- To make decision on food presentation and preparation, stock rotation and taking appropriate action relating to food temperatures.



## COMMUNICATION AND RELATIONSHIPS

- Will be required to communicate effectively with a wide range of stakeholders, including colleagues, other Trust staff, visitors, patients and contractors.
- Will be required to communicate effectively when dealing with verbal complaints or feedback from both Patient's and Commercial customers.
- Will need to communicate with patients/visitors with language/hearing barriers on an ad hoc basis.
- Support the Supervisor and Line Manager in demonstrating duties to new starters.
- Complete Food Safety and Cleaning documentation to meet the requirements of the Updated: November 2018 Trust's Food Safety Management System [HACCP].
- To communicate with their line managers to offer any suggestions that may improve the service/safety/efficiency of the catering department.
- Communicate with the Environmental Health Officer and other external auditors during official inspections.

## PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE POST

- Frequently required to exert moderate physical effort for long periods of time, e.g. lifting heavy equipment and food, pulling and pushing heavy food trolleys and washing up. There will be occasional requirements to exert intense physical effort for short periods [e.g. trolleys may be pushed the full length of the hospital corridors] Some of the movements are repetitive and heavy.
- Frequently required to concentrate within the work pattern, when for example using machinery, during meal service periods [Protected Meal Times], washing up, recording temperatures and handling chemicals.
- Need to be literate, numerate and able to recognise colours and have the ability to understand compliance with trust procedures and completion of documentation.
- Moderate bending and stooping will be required when cleaning equipment, fixtures and fittings, floor and equipment loading and unloading trolleys using mops and buckets.
- Will frequently be required to work in extreme temperatures for example; in a noisy kitchen and central dish wash area, a hot kitchen and cold fridge/freezers areas.
- On occasions you may experience abusive Patients/Customers, unpleasant smells and odours and patients in a visually distressing state.



## PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

# QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Level 2 award in food safety or equivalent</li> <li>• Evidence of a commitment to continuous development</li> </ul>	<ul style="list-style-type: none"> <li>• Level 3 in Food Safety</li> </ul>

# EXPERIENCE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Proven ability to work on own initiative</li> <li>• Proven ability to manage own workload and prioritise when there are competing priorities</li> <li>• Evidence of experience of working and contributing in a team</li> <li>• Evidence of ability to work under pressure</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant experience of working in a catering environment, however full training will be given as part of an induction plan lasting at least a few weeks</li> </ul>

# SKILLS AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Evidence of good literacy skills and the ability to understand instructions, guidance, policies and procedures</li> <li>• Evidence of delivering a high level of customer service</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of food safety systems, HACCP, COSHH and dealing with Allergens</li> <li>• Proven ability to communicate with a wide range of internal and external stakeholders including; patients, staff-members, visitors, suppliers &amp; environmental health</li> </ul>

# GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

## INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

# INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

# PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

# SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

## SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

# EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

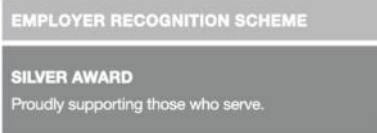
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

## NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

## MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





## The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

[Getting to The Royal Shrewsbury Hospital](#)

## The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)