

JOB DESCRIPTION

'Happy to talk about Flexible Working'

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| Job Title: | Bank Chef |
| Department: | Catering |
| Pay rate: | £14.83 per hour |
| Reports to: | Catering Manager |
| DBS Required | Enhanced |

Job Purpose

The role is on a bank basis to provide food services including weekends and bank holidays during agreed work shift times between the hours of 7 am to 7 pm Monday to Sunday.

Bank Chefs will be required to plan, procure, produce and serve high quality, freshly made, nutritious and well-presented food and refreshments to meet the needs of our patients, staff and visitors in a safe, well managed environment.

Main Duties and Responsibilities

Food Preparation

- Create menus and meals to reflect the diversity of our patients, identifying allergens and costings for each recipe provided to ensure consistency and compliance.
- Source high quality ingredients within budgetary constraints.
- Plan and produce food and menus in line with IDDSI standards, ensuring that food looks and tastes appetising, that dietary requirement options are well catered for, including plant based, food intolerances/allergens and cultural requirements, and ensuring that quality and considerate service is achieved by accommodating patient's food preferences (likes and dislikes).
- Ensure that meals are delivered and served appropriately, in a safe and clean environment. including temperature of meals and with relevant portion sizes to meet patient appetites.
- Monitor stock levels, ensure appropriate rotation of stock.
- Monitor and implement methods to reduce waste and ensure cost efficiencies are followed.
- Safely use equipment within the kitchen, ensuring that the equipment is used in line with safety and user guidance and well maintained.
- Ensure the highest standards of food hygiene, kitchen hygiene and health and safety standards, including avoidance of cross contamination, rigid cleaning of the kitchen and all appliances and equipment, and keeping the kitchen tidy at all times, free of clutter and hazards.
- Provide ordered food and/or drinks for hospice workers and meetings.

Workforce Supervision

- Supervise Catering Assistants and Volunteers, allocating duties where required and ensuring that they are aware of, and rigorously adhere to health, hygiene and safety standards.
- Communicate effectively in all verbal communications and also in written formats, including the use of applications such as Microsoft Word, Excel and email.

Legislative Awareness

- To have insightfulness and be able to follow HACCP and Food Hygiene management systems.
- Understand risk assessment process including COSHH, to be able to follow risk assessments and advise where control measures may need to be reviewed and updated.

- Demonstrate high levels of infection control including excellent hand hygiene, presentable appearance to assist in food safety legislation.
- Ensure legislative checks and records for all responsible areas are completed accurately and legibly. Records are maintained and accessible.
- To ensure safe systems of work are followed and maintained in the catering department, ensuring compliance with all relevant statutory requirements which will include supporting senior staff in ensuring the catering team are familiar with health and safety relevant to their duties and have received the appropriate training in health and safety matters.

Other Duties

- To be flexible, able and willing to cover across the rota during times of absence including annual leave and other absences.
- Willing to participate in Hospice forums and groups, representing the wider Facilities team.
- To strive for continual improvement, providing a customer focussed proactive approach which encourages, records and processes customer feedback and where successes are celebrated and opportunities for change are identified and taken forward.
- Ensure continuing dignity of patients at all times from undertaking new patient checks to introducing the catering service, identifying patients requirements with them and offering menu choices which meet their needs and preferences.
- Work collaboratively with all other hospice teams to provide the best service to patients and other customers and reflect the values of the Hospice.
- Report any accidents, risks, concerns or proposed improvements to the Catering Manager.
- Undertake any duties identified by the Catering Manager, which are commensurate with the Chef role.

General Duties

Confidentiality

All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.

All employees are bound by the requirements of the General Data Protection Regulations when, in the course of their employment, they deal with information records relating to individuals

Equality and Diversity

The Hospice is committed to promoting an environment that values diversity. All staff are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. The Hospice expects all staff to behave in a way that recognises and respects diversity in line with the appropriate standards.

Health and Safety

All employees have a responsibility under the terms of the Health and Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace

All employees must comply with all Hospice Health and Safety Procedures Infection Control

The prevention and control of infection is the responsibility of everyone who is employed by the Hospice. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

Information Governance

All employees are responsible for ensuring they undertake any training relating to information governance, read the Hospice's policies, procedures and guidance documents relating to information governance, and understanding how this affects them in their role.

Professional Development

All employees must participate in an annual appraisal and develop a personal development plan with their Line Manager

All employees are responsible for maintaining their statutory and mandatory training.

Safeguarding Children, Young People and Vulnerable Adults

The Hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are expected to behave in such a way that supports this commitment Pandemic or major incident.

In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the Hospice. Prior to undertaking any duties, the member of staff will have full training and induction. We won't ask any member of staff to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

The job description is not exhaustive and may be amended following appropriate consultation in the light of business needs

PERSON SPECIFICATION

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| Job Title: | Bank Chef |
| Department: | Catering |
| Hospice Band: | Corporate Band H |

| Requirements | Essential | Desirable | How identified |
|-------------------------------------|--|---|-----------------------|
| Education and Qualifications | Food Hygiene L2 City & Guilds in Professional Cookery to Level 2 or NVQ in Food Preparation and Food Service to Level 2. | Allergen Awareness Level 3 Food Hygiene | A, C |
| Knowledge and Experience | <p>Considerable experience working within a professional kitchen environment producing freshly made meals.</p> <p>Considerable experience of setting menus and producing recipes.</p> <p>Significant experience of completing safety data information in line with legislation.</p> <p>Basic IT skills including use of Microsoft Office to produce Word and Excel documents.</p> <p>An understanding of basic nutritional requirements.</p> <p>Demonstrable leadership experience.</p> <p>Knowledge of COSHH legislation and how this relates to a kitchen environment</p> <p>Knowledge of HACCPs, including temperatures for safe hot and cold holding.</p> <p>Health and Safety knowledge including risk assessments and manual handling.</p> | <p>Significant experience of working within a healthcare catering service.</p> <p>Experiencing of cash handling and using a till.</p> <p>Experience of completing risk assessments.</p> | A, I |

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| Personal skills and attributes | <p>Approachable with an ability to all handle feedback in a positive and proactive way. Capable of professionally managing and resolving complaints.</p> <p>Empathy – able to provide a caring and appropriate service to all patients regardless of their circumstances, backgrounds or health.</p> <p>Creativity in producing nutritious meals for patients with low appetites</p> <p>Excellent organisational skills and ability to multitask to meet deadlines.</p> <p>Resilient, able to demonstrate a calm and measured approach and work well under pressure.</p> <p>Ability to follow guidelines and procedures.</p> <p>Well-presented, clean and tidy appearance.</p> <p>Ability to work using own initiative and make appropriate decisions.</p> <p>Team working - able to work effectively with kitchen team colleagues and across multiple teams within the organisation.</p> <p>Supportive of colleagues to provide assistance, support and mentoring as appropriate.</p> <p>Physically fit to be able to provide a complete and regular service including moving trolleys of food and moving all manner of deliveries.</p> <p>Confidentiality and discretion</p> <p>Problem solving and decision making.</p> <p>Ability to communicate clearly and concisely both verbal and in writing.</p> | <p>Leadership of volunteer workers to ensure compliance and encourage team working.</p> <p>Ability to produce clear and concise instructions for team members.</p> | <p>I,T</p> |
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A= Application form

I=Interview

T=Test

C=Certificate

