



Job Description

Job Title:	Catering Assistant
Division:	Retail - Hotel Services, Operations
Responsible to:	Retail Services Manager
Report to:	Thie Bee Supervisor

Overview

The organisation's success is dependent on all staff playing an active role to make sure the existing areas of good employment practice are universally embedded within the organisation.

CARE

In Manx Care we pride ourselves on being Commitment & passion, Accountability & reflection, Respectful & inclusion and Excellent & innovation. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.


Job Purpose

The primary purpose of the post is to actively assist in the delivery of an efficient and effective hospital retail and food service to staff and members of the public in line with departmental standards and procedures.

Retail Services Portfolio

Thie Bee Staff Restaurant
Thie Bee Coffee Shop

Job Summary

 To participate and assist in the provision of an effective and fully functional system of food service for staff, members of the public and other external agencies connected to Noble's Hospital Retail Services.

- 🌀 To assist in the offering of a full commercial food service to all users.
- 🌀 Participate and contribute to the preparation, presentations and service of all food and food related products to the users of all retail areas.
- 🌀 The post holder is responsible for ensuring compliance with the Isle of Man Government Financial Regulations in all aspects of handling cash through sales and end of day.
- 🌀 To undertake an active role in the preparation and display of the products used for the resale area.
- 🌀 To operate a computerised till system and be accountable for the cash takings in the area.
- 🌀 Undertake responsibility for the security of the area (opening and closing).
- 🌀 Monitor and control stock with regular rotation on a daily basis.
- 🌀 Set up service counters, participate in taking of customer orders, table clearing and daily cleaning duties.
- 🌀 Contribute to enhancing the retail service.
- 🌀 Some light cooking duties during busy periods.
- 🌀 Responsible for daily cleaning and washing of area/equipment with daily service.
- 🌀 Always ensure a smart and clean appearance is maintained.
- 🌀 Report any defects of equipment or fabric to duty supervisor.
- 🌀 Maintaining safety and cleanliness so as not to endanger the safety of others or self.
- 🌀 Maintain confidentiality and respect for service users and your colleagues.
- 🌀 Undertake relevant training to enhance skills as appropriate e.g. Health & Safety training.
- 🌀 You will be required to receive information orally, or in writing in regards of customers' orders for advanced preparation.
- 🌀 You will be required to answer the server phone in a polite and courteous manner.
- 🌀 To work constructively and flexibly as a team member by undertaking other tasks appropriate to the grade and role.
- 🌀 Ensure proper standards of hygiene and cleanliness are adhered to at all times.
- 🌀 Other duties as required by the Retail Services Manager.

Knowledge, Skills and Experience

- 🌀 To have an understanding and working knowledge of the principals involved with the production and service of all products for the consumption of patients, staff and visitors to the retail areas.
- 🌀 Demonstrate a capacity for self-organisation and an ability to respond and adapt while operating in an environment, which is often demanding and busy.
- 🌀 To have full understanding of the need for proper control and management of waste throughout
- 🌀 Maintain an engaged and knowledgeable attitude ensuring prime aim is focus on the delivery of good customer service.
- 🌀 Liaise with duty supervisor to ensure allergen details are correct at all times under Natasha's Law.
- 🌀 To be aware of budgetary constraints and actively encourage proper use of ingredients and materials to reduce waste
- 🌀 Co-operate with all matters of health and safety and act in such a way as not to endanger the health and safety of others.
- 🌀 Act in such a way as to promote and safeguard the interests of the service users and staff.
- 🌀 To be able to work as a team player and work well under pressure at all times.
- 🌀 Report any untoward incidences in accordance with the organisations risk assessment procedure.
- 🌀 To have knowledge and an understanding of HACCP and COSHH standards
- 🌀 Ensure food safety, safe working practises

Health & Safety

The post holder will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risks or near misses to a responsible senior manager and/or the Health & Safety Review Group of the Department

Integrity

All staff of the retail services is expected to recognise that the everyday business of Manx Care requires the highest level of personal integrity. Each officer has a personal responsibility to maintain confidentiality of all Government and client information.

General Scope

This document is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation.

This role description will be review as necessary to reflect the future requirements of the Retail Services.

Competency Levels for This Post Are:

Working Together	Level A
Communication and Influencing	Level A
Achieving Results	Level A
Delivering a Quality service	Level B
Changing and Learning	Level A
Showing Commitment and Resilience	Level A

Print Name.....Sign.....Date.....

<p>Character</p> <ul style="list-style-type: none"> 🔄 Self-motivated and ability to work on own initiative. 🔄 Reliable, diplomatic and tactful 🔄 Awareness of limitations 🔄 Ability to adapt to change 🔄 Friendly disposition 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p> <p>CV/Interview</p>
<p>CARE</p> <ul style="list-style-type: none"> 🔄 Committed, highly motivated and driven to deliver quality services and achieve results. 🔄 Respectful and professional approach with colleagues and customers 🔄 Remains positive in a pressured environment 🔄 Able to work flexibly to ensure cover for the operational hours of the service. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>CV/Interview</p>
<p>Circumstances and Interests</p> <ul style="list-style-type: none"> 🔄 Isle of Man Worker 🔄 Current, valid driving licence with access to own vehicle 🔄 Satisfactory Police Check 	<p>D</p> <p>D</p> <p>E</p>	<p>Application</p> <p>Interview</p> <p>Pre-employment check</p>