

<b>Job title:</b> Food Assistant	
<b>Reports to:</b> *Executive Head Chef/Head Chef/Chef (* dependant on location)	<b>Reporting to job holder:</b> N/A
<b>Overall purpose:</b> To assist the *Executive Head Chef/ Head Chef/Chef (* dependant on location) in the delivery of a high standard of catering services to internal and external customers.	
<b>Principal accountabilities:</b>	
<b><u>Planning and organising</u></b>	
<ul style="list-style-type: none"> <li>To assist with the preparation and cooking of appetising, nutritionally balanced meals, which meet the varied needs of customers, using appropriate quantities and ingredients, ensuring that food is ready for service at the correct time.</li> <li>To ensure that all menu items and garnishes are prepared and ready for service.</li> <li>*To deliver food prepared within Ben premises, supporting food service to customers as required and to collect catering service equipment following meal service.</li> <li>*To prepare the dining room for food service and provide food and beverage service to customers.</li> <li>To store food appropriately in fridges, freezers and stores.</li> <li>To participate in the implementation of quality assurance programmes within catering services as required.</li> </ul> <p>(NB * denotes tasks dependant on location).</p>	
<b><u>Business focus</u></b>	
<ul style="list-style-type: none"> <li>To comply with current Fire, Health &amp; Safety at Work, Safe Food Handling and Environmental Health legislation by observing Ben’s policies and procedures and carrying out safe procedures and practices at all times, following appropriate reporting arrangements as required.</li> <li>To maintain a clean working environment in the kitchen, cold room and stores, cleaning down work areas and items of equipment used during the day in line with cleaning rota requirements.</li> <li>To operate catering equipment safely and in compliance with manufactures instructions at all times.</li> <li>To work within the required Care Quality Commission (CQC) standards and Ben policies and procedures at all times.</li> <li>To follow current infection control guidelines to minimise risk to customers, visitors, colleagues and Ben.</li> <li>To comply with Ben’s Safeguarding guidelines and reporting procedures.</li> <li>To comply with Ben’s protocols and requirements on maintaining confidentiality.</li> </ul>	

### **Communication**

- To communicate effectively and appropriately with customers, their relatives and visitors to the Centre.
- To liaise with Head Chef/Chef, Housekeeping Team Leader and Facilities Manager to ensure the cleanliness and safe environment of the kitchen, reporting any risks or hazards to the Head Chef/Chef.
- To report immediately or as soon as reasonably practical any complaints, accidents or incidents involving colleagues, customers or visitors to the Head Chef/Chef.

### **Managing performance**

- To participate in the assessment and evaluation of the quality and effectiveness of catering services provided to customers and contribute to the development and implementation of service/standard improvement plans as required.
- To support and assist new staff, under the supervision of the Head Chef/Chef and act as a mentor to new starters as required.
- Represent BEN and the Centre in a positive manner.

### **Stakeholder relationships**

- Represent BEN in a positive manner.

### **Achieving customer service excellence**

- To support the delivery of high quality and consistent food and catering services to customers, visitors to the Centre and colleagues, ensuring that nutritious and appetising food options are available at all times.
- To recognise customers' individual rights to dignity, privacy, choice and confidentiality.
- To value and support diversity and equality of opportunity for our customers and colleagues.

### **Additional duties**

- To attend meetings and training sessions as required to support continuous learning and development and performance improvement.
- To undertake any other duties specified from time to time by the \*Executive Head Chef\Head Chef\Chef (\*dependant on location) or their designated representative.

**This job description is not intended to be an exhaustive list of responsibilities and will be regularly reviewed and amended as necessary after consultation.**

### **Deliverables – Key measures:**

#### **Planning and organising**

- To contribute to the provision of a quality catering service to customers which delivers a variety of appetising food options produced to the highest standards of food hygiene and which maintains customer choice in meeting their nutritional needs.

- To participate , as required in audits and quality assurance programmes to evaluate standards of service delivered to customers.

#### **Business focus**

- To ensure that all aspects of the regulatory and organisational policy/procedure frameworks are met.
- Problems are avoided due to policies and procedures being followed.

#### **Communication**

- Customers, their relatives and visitors to Ben premises are engaged in a professional and appropriate manner, ensuring the Ben is viewed in a positive way.
- To assists in maintaining a clean and safe environment in respect of food preparation and service to customers which minimises the risk of food related illness.
- To contribute to ensuring that complaints, concerns or incidents relating to catering services at in the Village\Centre are dealt with promptly, promoting a positive customer experience.

#### **Managing performance**

- To support the delivery of agreed service/quality improvements for catering services within agreed timescales.
- New colleagues receive dedicated assistance and mentoring from a more experienced colleague to improve their induction experience within their role and to address issues\concerns in a timely manner.

#### **Stakeholder relationships**

- Stakeholders experience professional, positive and helpful interactions with Ben colleagues.

#### **Achieving customer service excellence**

- To contribute to the delivery of a consistent level of catering services to customer, their relatives, friends and colleagues, which maintains high standards of food hygiene, customer choice and affordability, ensuring the Centre is viewed in a positive way.
- Customers, visitors and colleagues experience a positive and engaging environment where they are treated with respect and their differing needs are recognised, valued and responded to appropriately.

#### **Additional duties**

- Accept ad hoc tasks/duties as required.

#### **PRIDE values**

To embody and deliver the role of Food Assistant in line with our values:

**Passionate**

**Respectful**

**Inclusive**

**Driven**

<b>Empowered</b>	
<p><b>Experience required:</b></p> <ul style="list-style-type: none"> <li>▪ Experience of working in a catering operation in a care or similar setting is desirable, although not essential.</li> </ul>	<p><b>Technical Knowledge:</b></p> <ul style="list-style-type: none"> <li>▪ A food handling qualification is desirable, although not essential.</li> </ul>
<p><b>Other significant role requirements:</b></p> <ul style="list-style-type: none"> <li>▪ Demonstrate the Core Behaviours for the role.</li> <li>▪ Basic cookery and food preparation skills.</li> <li>▪ Basic numeracy and literacy skills to read and understand procedures, instructions and to undertake as required routine administration tasks accurately.</li> <li>▪ Ability to maintain high levels of hygiene standards in a catering environment.</li> <li>▪ Ability to carry out and complete routine work quickly and effectively.</li> <li>▪ Able to deal with customers sensitively and with consideration at all times and in a manner that respects their dignity, independence and choice.</li> <li>▪ Ability to maintain all aspects of confidentiality and to comply with all legislative requirements in relation to customers and colleagues.</li> <li>▪ Able to demonstrate a commitment to diversity and the achievement of equality of opportunity in both employment and service delivery.</li> </ul>	
<b>Date updated:</b>	