



*ellenor.*<sup>x</sup>  
hospice care in your home or ours

# Job Description

Catering Assistant - Flexibank

[ellenor.org](https://ellenor.org)



01474 320007

Registered Charity No: 1121561

[@ellenorcharity](https://www.instagram.com/ellenorcharity)



**Job Title:** Catering Assistant - Flexibank

**Department:** Catering Team

**Contract Terms:** Flexi bank Staff

**Salary:** £12.21 per hour

**Location:** Hospice - Gravesend, DA11 7HQ

**Responsible To:** Catering Manager

**Accountable To:** Director of Operations

**Manages:** N/A

## About

**Us:** **ellenor** is a Hospice charity in Gravesend supporting a core population of 270,000 people in North Kent and Bexley including over 45,000 adults aged 65 and above. Our Children's services extend to Bexley covering a population of around 250,000.

The organisation has an In-patient Ward, at the Hospice in Northfleet. The service also has adult, children and young people's community services and a range of out-patient and wellbeing services all supported and delivered through a multi-disciplinary team (MDT).

Our non-clinical teams play an essential role in supporting our charity. From our fundraising and supporter care team to our retail shops and warehouse operations, they help raise vital funds to further our mission. Our office teams ensure the smooth running of all departments, providing invaluable support to both staff and volunteers.

**Our Vision:** We are dedicated to enabling every person we support to have a seamless and personal experience, that meets their needs and wishes.

**Our Mission:** We are respecting patients' dignity and independence, providing quality care and supporting them and their families to live with life limiting illnesses in their homes or our Hospice.

**Our Values:** We are inclusive, we are caring, we are focused.





## Scope and Job Purpose:

As a member of our Catering team, you will be part of a skilled catering team, operating 365 days per year delivering high quality service to our patients, staff and visitors.

Good wholesome food is fundamental to providing quality end-of-life care, and we are looking for an applicant with the passion and drive to deliver a catering service of the very highest standards.

Duties will include food preparation, cooking, cleaning, liaising with customers, staff and most importantly with patients directly regarding their meal requirements.

You will also assist in preparing meals & snacks for our in-house café, with the opportunity to help develop new menu options that accommodate the requirements of a diverse population.

This role can be very physically demanding.

### **Internal Key relationships**

- Inpatient ward
- Facilities Team
- Senior management
- Volunteers

### **External Key relationships**

- Cash Register Supply Co - CRS
- Acopia
- Infinity



# Main Duties and Responsibilities:

The duties outlined below are not definitive and may be changed in accordance with the needs of the organisation.

## Operational Responsibilities:

- To prepare, cook and serve meals throughout the day, including breakfast, lunch and supper for patients, visitors, and staff, this will involve direct patient contact.
- Collaborate with the wider Hospice team to cook meals for patients and customers.
- To assist with helping to develop new menu options that accommodate the requirements of a diverse population, also any special dietary requirements.
- To assist with preparation of items sold through **ellenor** outlets.
- To assist at special functions at the Hospice's sites as directed.
- To assist with any scheduled catering cleaning duties as directed.
- To participate in activities organised with other teams such as the Children's Team.
- To assist with cover of catering duties on weekends and Bank Holidays as part of a rota system.
- To be responsible for following safe working practices and to follow all Health & Safety, Food Regulations 1995 and HACCP guidelines.
- To assist with ordering supplies within pre agreed budgets in the absence of the Catering Manager.

## Governance:

- Ensure all governance and compliance are followed across all sites regularly.
- To lead as an ambassador for health and safety across all sites and check safety standards.



## Health and Safety:

The post holder has the responsibility to take reasonable care of self and others in relation to managing risk, health and safety and will be required to work within the appropriate policies and procedures.

This job description is not intended to be restrictive but is an outline of the main duties. The job description will be reviewed periodically to consider developments in the organisation, department or role.

## General:

- Adapts and develops in line with the changing needs of the role.
- Acts as an ambassador for **ellenor** in order to raise the profile of the organisation at a local, regional and national level, as required.
- To maintain up to date mandatory and essential to role training.
- Works flexibly across sites and departments from time to time as may be requested by their managers.
- Undertakes other duties commensurate with the seniority of the post as may be requested by their managers.
- To follow all policies and procedures.
- To be aware of the staff values of the **ellenor** and to behave as a fit representative.

# Person Specification:

(All criteria are essential unless stated otherwise)

## Education / Qualifications:

- Food Safety Certificate Level 2, Or NVQ Catering and Hospitality equivalent.

## Experience:

- Proven experience of catering skills from either Residential or Care Home setting, Cooking skills and working in a kitchen environment.
- Excellent customer service/Care skills.
- Evidence the ability to work in a hot environment, which can be physically demanding with lifting and other physical tasks required.

## Knowledge, Skills and Attributes:

- Ability to prioritise own workload, work to set deadlines, and with minimal supervision.
- Able to work in a team environment, supporting colleagues as required.
- Good verbal communication skills and able to liaise with patients and relatives in a polite manner.
- Willingness to participate in delivery of organisational activities.
- Ability to work flexibly across multi-sites.
- Respond promptly to enquires and produce timely and appropriate service.

