

Role:	Hospital Cook – casual hours (bank staff)
Reports to:	Catering Manager
Direct Reports:	None
Location:	The Foscote Hospital, Banbury

Role Purpose:

To support the Catering Manager in the provision of a meal and snack service to patients and visitors ensuring that the meals provided are to the highest possible culinary and hygienic standards. To deputise in the absence of the Catering Manager and second chef.

- To provide an efficient level of service and professionalism to patients and visitors during their stay.
- To be responsible for maintaining a Clean and Safe working environment throughout the Hospital.
- To maintain an effective working relationship with team members and colleagues from supporting areas.

Core Responsibilities:

1. To assist in the preparation and production of the meal and snack service throughout the hospital in accordance with the required standards.
2. To be responsible for the running of the kitchen in the absence of the Catering Manager and second chef for the:
 - production of meals
 - requisitioning of supplies in accordance with the hospitals purchasing regulations.
 - safe and hygienic control and storage of food and beverages.
3. To maintain the kitchen area in accordance with requirements of the Food Safety Act 1990 and other environmental health regulations as may be applied from time to time.
4. To participate in the training of catering staff to meet the required standards of performance and compliance with necessary food and hygiene regulations.
5. In the absence of the Catering Manager and second chef to undertake responsibility for the ordering of stock and carry out some of the paperwork.

6. Under the direction of the Catering Manager to supervise the activities and duties of catering assistants ensuring that:

- stocktake is carried out on agreed day and dates
- food production conforms to the standards agreed.
- kitchen and room service is well organised and that all necessary cleaning schedules are adhered to.
- adequate supplies of food and beverage requirements for kitchen and Room Service are available at all times.

7. Assisting Catering Manager with internal and External Audits.

8. Monitoring waste and free issues on a weekly basis and completing all necessary paperwork.

9. To ensure that appropriate requisitions are submitted for the repair and maintenance of catering equipment as necessary.

10. To adhere to the policies and general regulations of the Fosco Hospital at all times.

11. To ensure the maintenance of good working relationships within the catering team and other staff in the hospital

12. To participate in continuing education programmes

13. To undertake any other duties considered appropriate to the post as necessary.

14. To comply with all Health & Safety legislation and current COSHH regulations thereby providing a safe hospital environment for patients, staff and visitors.

15. Supervising the activities of all staff in the department to ensure that:

- a) food production conforms to the standards agreed for patients, visitors and staff alike
- b) Room Service is available to patients between agreed hours
- c) good patient and staff relationships are maintained at all times
- d) the work of the kitchen and room service is well organised and up-to-date.

16. Checking patients' menus are correct and in the kitchen at the agreed time to ensure that all responsible requests can be met.

17. Ensuring that adequate supplies of food and beverage requirements for Room Service are readily available at all times.

18. Purchasing all food and beverage requirements for the nominated suppliers and raising the appropriate orders.

19. Recommending repairs to Catering Manager

Key Accountabilities:

Deputise for the Catering Manager and second chef in their absence or when required.

- Delivering a smooth service to staff and patients
- Work under his/her own initiative
- Well organised and calm
- To ensure standards of food and services is maintained in the Catering Managers absence.

Key Performance Indicators

KPIs – Positive feedback from patients

Knowledge, Skills and Qualifications

- Basic Food Hygiene Certificate
- Good food production knowledge and understanding
- Attention and flair for detail and presentation of food
- Previous experience and general interest in catering
- Clean "as you go" attention
- Conversant with current food hygiene working practices and legislation
- Knowledge of H & S and COSHH requirements
- Politeness, courteousness, tact and diplomacy skills
- Interpersonal skills.
- Work as a team and alone.
- Ability to act on own initiative.
- Able to handle a crisis calmly and efficiently.
- Able to prioritise work as and when the need arises.
- Ability to communicate at all levels.
- A flexible and positive attitude.

Key Capabilities:

- **Think Customer:** Puts customers, primarily our patients and consultants, first. Focuses on customer service and care, takes a proactive approach to their needs and ownership of their problems.
- **Own Your Part in Delivering Results:** A relentless drive to achieve results, setting clear goals and standards to deliver and do things better.
- **Be Flexible:** Willingly adapts to changing circumstances by positively embracing new and different ideas, approaches and ways of working. Maintains the pace of change.
- **Be One Team:** Builds and maintains positive working relationships within and across teams to enable us to achieve our goals.
- **Be Honest, Confident; Listen and Learn:** Always behaves in a way that is consistent with the company values and is receptive to how to improve further.