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| **Job Title:** | **Kitchen Porter** |
| **Department:** | Catering |
| **Location:** | St Catherine’s Hospice / The Mill Café / The Mill Outside |
| **Job Summary:** | This new and exciting role is for an individual to assist in the provision of a high quality catering service for patients, staff and visitors to the Hospice, The Mill Café & The Mill Outside, by anticipating and exceeding customer expectations. Working with the Catering team deliver portfolio of high quality catering services in keeping with its 5 star service. A kitchen porter is a crucial part of every kitchen to help the kitchen run successfully. The kitchen porter’s main duties will involve washing up, cleaning and possibly basic food preparation tasks. During busy periods, the kitchen porter will need to be well organised. And be able to work fast to keep the pots and pans clean for the chefs.  The duties include, unloading and putting away stock correctly, keeping the kitchen clean, emptying bins, sweeping and mopping floors. The kitchen porter will make sure all the equipment is put away correctly, the washing up of pans, pots and operating the dishwasher machine |
| **Position in Organisation** | Responsible to: Food Production Manager |
| ***Contact with others*** | |
| **Internal –** Management Team, all staff and volunteers, patients and their visitors, Professional visitors and VIP’s | |
| **External** – The candidate will be expected to meet external stakeholders, suppliers and clients. Produce suppliers, Professional representatives, Workmen and contracted maintenance engineers, Statutory Inspectors | |

| **Key Accountabilities** | **Tasks** |
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| Finance | * To ensure the efficient & economic use is made of all resources. |
| Communication | * Maintain good relationships and communication with staff in all departments, volunteers, patients, customers, and board members; * Represent the Hospice positively at outside events, meeting and functions. * To be aware of the need to communicate with sensitivity and integrity at all times. * To maintain patient confidentiality. * Attend & contribute to regular staff briefing sessions, in order to be informed of policy, procedure or organisational change |
| Professional | * The role is predominantly cleaning, pot washing, porter duties * To be responsible for daily, weekly, monthly cleaning routines. Undertake general cleaning as directed by the shift supervisor e.g. washing up, cleaning of food trays, stacker trolleys, ovens, work surfaces, vans, floors (this list is not exhaustive) including deep cleaning of equipment. * To store utensils and cooking equipment safely. * To set up and clear function rooms in preparation for buffets, events or meetings. * Under direction from the shift supervisor undertake the preparation of food, sandwiches, salads and vegetables. * Replenish stocks in identified areas i.e. volunteers kitchen, conservatory, main kitchen, café kitchen, reception shop café etc. * Assist with safe storage of all kitchen items rotating stock as per departmental procedure. Keep stores areas neat and tidy. Keep refrigeration and freezers organised. Provide Porter support with deliveries. * To adhere to Health & Safety and Food Safety Regulations, Hospice and relevant external, policies, procedures, standards and codes of practice, and best practice in food handling. Undertake safe practice and methods of working to ensure that cleanliness and housekeeping are maintained at all times. * To maintain kitchen equipment and the environment in a clean and safe condition and report any maintenance requirements to the shift supervisor. * Provide support for volunteers working within the department to enable them to complete assigned tasks and maintain their safety. * Represent the hospice at outside events and present the Catering & Hospitality department in a positive light; * Work to existing catering policies and procedures relating to the catering function. * To be fully conversant with and competent to operate all systems and equipment relevant to area of work, as required after appropriate instruction. * To prepare and serve food required for the café & meetings, special buffets and events, according to menu plans. * Deliver a 5 star level of food and service to hospice patients and their families, and Mill customers maintaining professionalism at all times |
| Training and Development | * To attend mandatory training days in order to maintain organisational standards. * Participate in annual appraisal to monitor professional performance and identify training needs. * Undertake and utilise training and development required for the post to enhance working skills and knowledge of self to improve service delivery & customer service. |

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| ***Decisions / Recommendations includes:*** |
| To support development of catering department working practice |

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| ***Dimensions and limits of authority / influence includes:*** |
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| ***Allocation / checking of work*** |
| Responsible for checking that all work meets Hospice standards  Monitor own standard under direction of Commercial Catering Manager or Food Production Manager  At all times maintain statutory regulations and food hygiene best practice |

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| ***Physical effort*** |
| The work is physically demanding and will include constant standing, walking, stretching, bending, moving and handling of equipment and stores. There will also be the requirement to frequently handle heavy cooking pots. Activity will continue for the whole of each shift.  The work requires speed and accuracy.  The work sometimes requires shift patterns including early mornings, late nights and weekends. |

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| ***Working conditions / environment*** |
| Hot, humid conditions in the kitchen and at events for certain periods There will be use of gas and electrical equipment, industrial catering equipment, hazards in the form of wet floors and sharp implements.  The need to wear protective clothing when in the kitchen or at external events  Regular exposure to death, dying and bereavement  Daily contact with patients and relatives who may be distressed |

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| ***Other Duties include:*** |
| Carry out any other duties as required by the Chief Executive |

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| ***Health & Safety*** |
| Comply with Hospice policies, procedures and protocols |

# VOLUNTEERS

The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

# CONFIDENTIALITY

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

# DATA PROTECTION

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

**ORGANISATIONAL CHART (see below)**

St Catherine's Hospice Organisational Chart

Patients, Carers, Families, Community

Communications Directorate

Internal Communications  
External Communications and Engagement including online, media & marketing  
Donations in Wills

Director of Communications

Care & Support

Directorate

Medical

Clinical Nurse Specialists

In-Patient Unit

Outpatient Clinics

Lymphoedema

Support Services

Physiotherapy

Complementary Therapy

Hairdressing

Medical Director

Director of Care & Support

Quality Standards

Hospice PA

Chief Executive

Finance & Business Directorate

Finance

Health & Safety

Risk

Business Continuity

Business Development

Director Finance & Business Services

Community & Income Directorate

Promotions

Lottery, Trading

Community Engagement, Events

Funding bids

Administration & Reception

Catering

Human Resources

Director of Community & Income

Knowledge & Technical Directorate

Education, Training and Research

Volunteering

Room Bookings

Patient Involvement

Information Systems

Maintenance & Housekeeping

Clinical Administration

Director of Knowledge & Technical

St Catherine's Association

Board of Trustees

PERSON SPECIFICATION

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| **ESSENTIAL** | **DESIRABLE** |
| **Qualifications** | |
| Ability to obtain a clear DBS certificate | Catering NVQ or Customer Service NVQ  Basic Food Hygiene Certificate |
| **Relevant Experience** | |
| Experience in a similar catering and hospitality role within a 4 or 5 star commercial catering operation  Awareness of HACCP and COSHH.  Able to operate kitchen equipment  Manual handling training. | Working in a catering operation for large events  Good working knowledge of the hospitality industry  Awareness of Hospice care |
| **Key Skills & Abilities** | |
| Presentable and well groomed  Good communicator with all sectors of society  Ability to listen and be sensitive  Must be physically fit as this is a strenuous and physically demanding role  Deliver high standards of cleanliness to the kitchen areas  High customer service standards  Works well under pressure and own initiative to work independently or as part of a team  Actively seeks to develop self.  Concentrates attention and activity on customer.  Excellent work record.  Attention to detail.  Professional cheerful friendly manner  Highly motivated.  Commitment to the Hospice’s Aims  Flexible with regard to working hours across a 7 day week - able to work extended hours and weekends at peak times, within reason.  Display Hospice values & behaviors at all times & actively promote them in others. |  |
| **Other**  Sufficient personal resources to work effectively in a palliative care setting | |

# AGREEMENT

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| **Senior Manager’s name** | **Signature** |
| **Job Holder’s name** | **Signature** |
| **DATE AGREED** | |