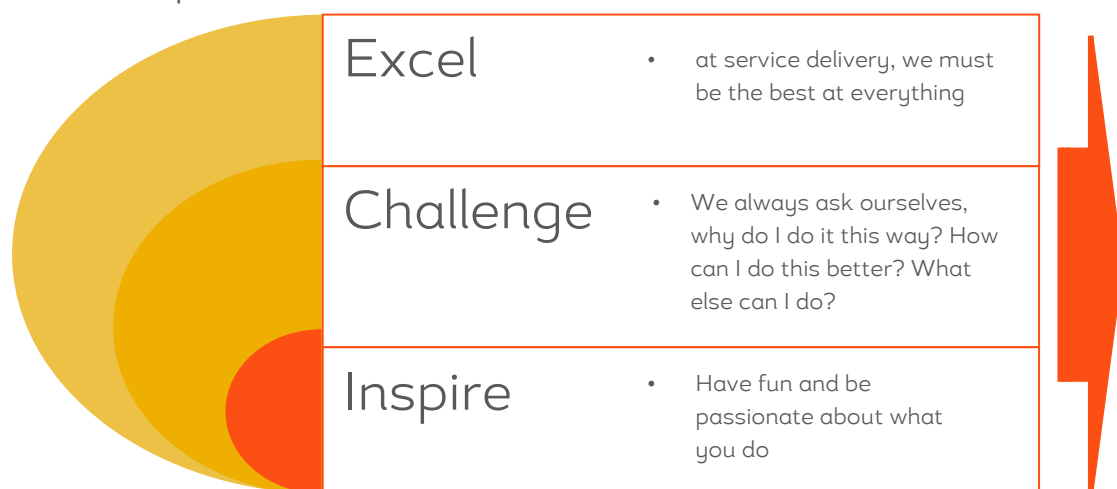


Ward Host/ Ward Hostess

Company name: Environmental+, Healthcare	
Job Title: Ward Host/ Hostess	
Reporting to: Ward Host Co-ordinator	

Our values and behaviours

An individual's belief in our values and behaviours is as important as their technical and/or professional know how which is why our Job Descriptions are written with these in mind.



Job objectives and responsibilities

Provide and effective and efficient food service within the wards and departments, ensuring the highest food safety standards at all times to patients, staff and visitors of the Trust.

Main duties

- To carry out the preparation and service of all manner of foods as detailed by way of menu's in the ward areas. To comply with instruction on portion control, presentation and recording all information pertaining to the service as may be required.
- To carry out the hygienic cleaning of catering and associated areas to include vending equipment, light equipment and utensils as detailed in the cleaning schedule or as required ensuring safe and hygienic environment for all users of the service.
- To project a friendly and professional attitude to all patients and customers using the services and to demonstrate product knowledge when enquiries are made.
- To maintain the highest standards of personal hygiene, hygiene cleanliness and maintenance within the facility as detailed within the policies and procedures document and liaise with the supervisors to ensure that specific standards are maintained.
- To undertake and ensure all procedures detailed within the 'codes of practice' in the areas of health and safety, fire, security and COSHH are strictly adhered to. You are required to take reasonable care for the health and safety of yourself and others who may be affected by your actions or omissions whilst at work.
- To undertake cleaning duties including floors, walls surfaces and equipment following laid down cleaning schedules and COSHH guidelines.
- To operate industrial under counter or flight dishwasher and to be responsible for the washing of larger items in pan wash area.
- To operate various catering related equipment, after training i.e. waste disposal units, slicing machines etc.

- To ensure all stores are correctly rotated, and used in date order, and any out of date products are disposed of in the correct manner.
- To take patient orders and process the information.
- To process ward patient food requests and assemble meals into ward delivery trolleys for collection.
- To carry out basic food preparation, including salads, sandwiches, snacks and breakfast service.
- To deliver food to the wards or zonal kitchens handling and storing items appropriately in line with operational policies.
- Ensure compliance with all aspects of health and safety legislation and the correct use of personal protective equipment.
- To check all ward, zonal kitchen and departmental fridges for out of date food.
- To be aware of patient’s special diets and to ensure that all special dietary needs/requests are followed.
- Ensure all food served to patients is properly presented and easily accessible, taking into account any dietary restrictions that may apply
- To prepare patient trays, prior to service
- Ensure that all dirty crockery and cutlery are removed from patient beds
- Provide a helpful and courteous service to all colleagues and customers maintaining quality standards.
- Complete written records as necessary for example hot and cold temperature logs.
- Undertake mandatory, on the job and any other training as necessary.

Person Specification

- Good level of general education.
- Reasonable level of numeracy and literacy in English
- Knowledge of the principles of effective food hygiene
- Flexibility and adaptability
- Good organisation skills
- Ability to work effectively alone and as part of a team
- Present a professional image
- Excellent standard of personal Hygiene
- Evidence of behaviour consistent with our staff charter
- Flexible approach to working schedules.
- Committed to paying attention to detail in all aspects of work.
- Demonstrates enthusiasm and an eagerness to work as a catering assistant
- Enhanced DBS Clearance

Working within the Mitie values and behaviours

People Mitie is a people business. It’s our people, and their drive to do their jobs to the best of their ability that makes us different.

<p>Trustworthy - We do what we say we will</p>	<p>How we behave...</p> <ul style="list-style-type: none"> • We treat all colleagues with respect • We challenge people when they don’t do the right thing • We welcome advice from anyone that might improve what we do • We are open and honest • We think safety and always follow rules for safe working
<p>Helpful - We go out of our way to make a difference</p>	<p>How we behave...</p> <ul style="list-style-type: none"> • We work with each other to achieve the best for clients and for Mitie • We share information to help colleagues succeed • We build great relationships • Our first response to requests will always be positive • We look out for each other, never walking by unsafe actions or situations

<p>Inspiring - We help others to be the best they can be</p>	<p>How we behave...</p> <ul style="list-style-type: none"> • We support and encourage each other to develop • We lead by example • We set clear expectations • We listen to and learn from others • We learn from mistakes and incidents to prevent recurrence
<p>Passion Take our people, add their passion, and you get something really special.</p>	
<p>Spirited - We give it everything we've got</p>	<p>How we behave...</p> <ul style="list-style-type: none"> • We do good things for each other, the environment and the community • We appreciate diversity and encourage it • We demonstrate team spirit • We are committed to doing things better and setting new standards in all that we do • We take pride in what we do and have fun doing it • We celebrate success and say thank you
<p>Fresh thinking We want our people to find inspiration from skill development and career progression, and enjoy respect and recognition for a job well done.</p>	
<p>Pioneering - We do things that excite and amaze</p>	<p>How we behave...</p> <ul style="list-style-type: none"> • We bring new ideas to the way we do things • We are willing to try new things • We encourage and support innovation • We consider things from other peoples' points of view • We embrace new thinking and technologies • We build health & safety into everything we do

<p>Health and Safety responsibilities</p>
<ul style="list-style-type: none"> • Follow Group and company policies and procedures at all times; • Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment; • Use all work equipment and personal PPE properly and in accordance with training received; • Report any issues or training needs to your Line manager and /or via your divisional incident reporting system;

<p>Note</p>
<p>This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.</p>