



St Monica Trust

Catering Assistant Role Profile

“This is a rewarding role for an individual with a real passion for catering and food. Our catering teams are well respected and valued by the Trust because they possess the drive to provide a top-class service alongside a genuine interest in and care for our residents.

Where possible we use locally sourced meat, fruit and veg and use the Green Tractor for our milk supply.”

Role purpose:

The role of the Catering Assistant is to assist in the maintenance of kitchen and dining areas and prepare and serve food and beverages to residents, their families and friends and employees of St Monica Trust.

Hours of work:

The catering service runs every day of the week. Required hours will be stated on the job advert and will vary according to our needs, sites and kitchens.



Duties

1. Comply with Health and Safety regulations and legislation and to report any situations that could be considered hazardous.
2. Maintain a high standard of hygiene in accordance with Food Hygiene legislation and St Monica Trust's policies and procedures.
3. Provide a quality meals service as required on a day to day basis.
4. Build relationships of trust with residents – demonstrating the values of St Monica Trust.
5. Provide assistance to the housekeeping service as and when required.

What our residents say:

"They watch out for people's meal patterns"

"Note and act upon people unexpectedly not present for lunch"

"Good understanding of diets and portions"

"Deliver meals directly to rooms if necessary"

Main Tasks

Hygiene and stock levels

1. Maintain good hygiene standards: ensuring the hygiene and cleanliness of kitchen areas, including ovens, fryers, hobs, dishwashers etc.
2. Maintain stock of dry goods etc. as required.
3. Assemble and dispose of food waste and disposable items for collection.
4. Wash up cutlery, crockery and kitchen utensils.

Food preparation and service

5. Assist in the preparation of food and beverages.
6. Provide food and beverage service to residents, employees of St Monica Trust and visitors.
7. Serve appropriate portions. For example, considering child visitor and residents' dietary requirements.
8. Deliver front of house service when required.
9. Prepare and deliver trays and trolleys on time and according to instructions.
10. Provide a catering service at St Monica Trust and external events, functions (such as weddings and funerals) and meetings.
11. Ensure a professional standard of service and delivery of duties at all times.

What our Catering Assistants say:

"You care about the individual and get to know them and their families"

"The job needs the drive to get things done – motivated – using initiative"

"Important to watch out for team members, stick together"

Care, health and well-being

12. Monitor residents' health and well-being. For example, reporting when a resident is eating less than usual or hasn't turned up for lunch.
13. Demonstrate an understanding of nutrition and advise residents on suitable healthy alternatives as appropriate.
14. In our Nursing Care Homes and dementia homes, you will come into contact with residents with changeable and sometimes challenging behaviour. Being able to



manage on-going contact with residents who have dementia while conducting your normal duties is crucial.

15. Demonstrate compassion, patience and care at all times.

General

16. Complete tasks and jobs within set times, keeping stake-holders (residents, team members, managers) informed of progress when necessary.
17. Support team members during busy times, occasionally meaning dropping tasks and re-ordering work.



Person specification		
<p>The skills, knowledge, qualifications and experience listed here are requirements of the role and are assessed at different stages of our recruitment and selection process. Use this information to help you complete the 'further information' section of the application form.</p>		
Skills		
<p>Communication Clear written and verbal communication skills. The ability to listen, to follow and understand instructions. Attention to detail.</p>		
<p>Thinking Style A logical and rational approach to resolving problems and making decisions. Good use of initiative and intuition. Flexible and adaptable in style – covering colleagues when necessary. Drive and motivation. Evidence of interest to learn and succeed.</p>		
<p>Working with others Demonstrates strong client focus - prioritises residents' needs and requests. A welcoming and approachable style. Able to build positive working relationships with residents, team members and external visitors.</p>		
<p>Well-being and Values Demonstrate values of respect, trust and calmness. Has an understanding of older people's needs and a commitment to the safety, care and well-being of all our residents. Ability to show empathy.</p>		
<p>Time management Organising skills – being able to plan ahead, meet deadlines. Conducts tasks in a structured and logical way. Factoring in the unexpected!</p>		
Knowledge, qualifications and experience	Essential	Desirable
NVQ Level 1 Catering (or equivalent)		X
Experience of catering work		X
Understanding of nutrition and food portions		X
Good food and hygiene practices		X
Basic Health & Safety	X	
Basic Food Hygiene qualification		X
Additional information		
<ul style="list-style-type: none"> Duties must be carried out in compliance with St Monica Trust's Equal Opportunities Policy. 		
<ul style="list-style-type: none"> This role profile contains the principal accountabilities relating to this post and does not describe in detail all the duties required to carry them out. 		
<ul style="list-style-type: none"> This post is exempt from the Rehabilitation of Offenders Act 1974 and this means that any criminal conviction, including spent convictions, must be made known at the time of the application. 		