

Working for the Fed Hospitality Assistant



The Fed is the leading social care charity for the Greater Manchester Jewish Community

Our vision

A community where people can live life to the full, feeling safe, valued, and cared for.

Our purpose

To provide outstanding advice, support, and care services to people of all ages living in the Jewish and local community.

Our values

CARING showing kindness, understanding and compassion

RESPECT focusing on each person's needs, dignity, and choice

EXCELLENCE delivering outstanding advice, support, and care

WORKING TOGETHER achieving more through partnership and teamwork

About this Job

The role is to provide excellent and consistent meal service to all our residents, tenants, staff and visitors. We provide services across each household as well as the main restaurant Balcombe hall and the central cafe. The role involves serving meals around site, cleaning and setting tables, washing crockery and cleaning of the kitchen areas around site.

Hospitality Assistant: **What does this job involve?** (Job description)

Core Duties

1. Deliver a friendly, courteous and efficient food service to staff, visitors, residents and tenants in all dining areas across site.
2. To provide an outstanding customer care and service to all our customers.
3. Maintain Kashrut Laws relating to kosher food with regard to food service, storage and cleaning.
4. Work in accordance with Health and Safety Legislation

Key Responsibilities

- Adhering to the Kashrut Laws relating to Kosher food preparation, service, storage and cleaning, and report any incidents of non-compliance to hospitality manager or senior person
- Provide a friendly positive atmosphere and always be happy to help.
- To be flexible and work in all food service areas when necessary.
- Serving plated meals in all dining rooms across site
- Preparing and Serving hot/cold food and drinks in the coffee shop.
- Ensure all complaints and compliments are fed back to the Hospitality supervisor or catering manager.
- Setting and relaying tables after and during service.
- Ensuring equipment and crockery breakages are reported to your line manager
- To make sure all condiments and sauce bottles are kept date labelled, clean and the sauces are kept under refrigeration.
- Cleaning of all refrigeration
- Keeping all work areas clean and tidy as far as is practicable during service times and in particular at the end of the day/shift
- Ensure that service is available throughout the opening times advertised
- Deliver hospitality service as per catering requests and report any failings to the hospitality supervisor.
- Rotate stock on a daily basis checking all items of food are in date.
- To ensure the Shabbos tables across site are maintained on a Friday evening and Saturday lunch.
- To ensure that all accidents and/or near misses are reported to a Manager/Supervisor
- Ensuring that a high level of personal cleanliness is maintained in all food service areas
- The satisfactory completion of any duties allocated
- Reporting to the hospitality supervisor of any mechanical defects or need for repair
- The observation of safety regulations and safe procedures
- The observation and adhering to of the Fire Safety, Food Safety, Health and Safety, COSHH and HACCP policy and procedures
- Maintain temperature records of high risk food in your area of work and report any failings to the hospitality supervisor.
- Detailed cleaning of your work area as directed by cleaning schedules and regular audits by the hospitality supervisor and catering manager
- Any other reasonable request from a senior person on duty
- All staff must be in the correct uniform at all times
- To be flexible and able work in all hospitality service areas when necessary.

Hospitality Assistant: Do you have what it takes?

Calm, understanding and patient with the ability to demonstrate empathy towards all our customers and give a person centred, professional approach. Skills that are key would be excellent communication skills and keen eye for detail to help us improve service and standards to all our customers. Ideally previous experience within the hospitality industry would be desired

Kind, compassionate and empathetic

Be kind, compassionate and empathetic, so you can see things from the point of view of the person we care for, with concern for what matters to the individual.

Honest, trustworthy, and reliable

Be honest, trustworthy, and reliable, so you turn up for work when you say you will and provide the care and support we have agreed. Be discreet and confidential.

Respect

Be reflective, open, and non-judgemental.

Treat the people you care for and the people you work alongside with respect.

Courageous and principled

Show strength, courage, and commitment to speak out if something is not right or could be better. Act in accordance with the principles of human rights, equity, equality, and inclusion and in line with the organisation's values and people's care plan.

Ability to work with behaviour which may be a challenge in a caring, consistent, and patient manner.

Ability to recognise when a situation needs to be referred to a more senior colleague.

Knowledge, qualifications and willingness to learn

Be prepared to attend all mandatory training and to take personal responsibility for developing your own skills and knowledge. Take an active part in 1-1 supervisions and appraisal sessions.

Hold a relevant qualification in care or be prepared to work toward one, over an agreed period.

Proud and positive

Take pride in your work and have a friendly, positive, enthusiastic, and proactive attitude.

Communication

Demonstrate the ability to converse at ease with people and provide advice in understandable and concise spoken English. Good basic written English. Able to utilise positive body language.

An ability to fully utilise digital resources and devices to record information and actively engage with the Fed's communication systems.

Teamwork

An ability to work as part of a team, attending team meetings and supporting colleagues across the organisation.

Our Code of Conduct

Our code of conduct is based on the principles identified by the Department of Health and produced by Skills for Care. Nothing that you do or **omit** to do should harm the safety and wellbeing of people who use care services.

This code of conduct has been drawn up to provide a source of guidance for all employees. It is not a contractual document and can be amended at any time. All staff must comply with both the provisions of this code and The Fed's policies and procedures, breaches of which will be taken seriously and may result in disciplinary action up to and including dismissal.

This includes:

- Being accountable by making sure you can answer for your actions or omissions.
- Promoting and upholding the privacy, dignity, rights, health, and wellbeing of people who use health and care services.
- Working in collaboration with colleagues and relatives to ensure the delivery of high quality, safe and compassionate healthcare, care, and support.
- Communicating in an open and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers.
- Respecting a person's right to confidentiality.
- Striving to improve the quality of healthcare, care, and support through continuing professional development.
- Upholding and promoting equality, diversity, and inclusion.

Caring

Behaviour we expect

- Treat people in a friendly and courteous manner, smile and make eye contact.
- Respond to people with a positive and helpful attitude.
- Show empathy, sensitivity, compassion and understanding.
- Ensure the safety and wellbeing of the people we support.
- Respond promptly to enquiries and requests for help.

Behaviour we will not accept

- Emotional, physical, sexual, verbal, or financial abuse or neglect of the people we care for.
- Forgetting that we are here to provide a service to people.
- Telling residents, tenants, service-users, or relatives that you are too busy, short-staffed or that other people's needs are more important.

Respect

Behaviour we expect

- Listen to the wishes and preferences of residents, tenants, and service-users.
- Treat residents, tenants and service-users with dignity and respect.
- Maintain people's privacy and ensure confidential information is kept safe and secure.
- Recognise that people come from different backgrounds, challenge discrimination.
- Show sensitivity to, and support, the cultural and religious needs of Jewish people.
- Treat volunteers as part of your team.

Behaviour we will not accept

- Appearing unapproachable or moody.
- Imposing personal beliefs and opinions on people.
- Bullying or abuse of colleagues.
- Inappropriate language or swearing.
- Behaviour or language that is racist, sexist, or discriminatory.

Excellence

Behaviour we expect

- Provide consistently high-quality care and service.
- Question poor practice and behaviour.
- Learn from mistakes and ask for support when you need it.
- Access opportunities for learning and development.
- Ensure your appearance is smart and professional.

Behaviour we will not accept

- Wearing inappropriate dress or having an unprofessional appearance.
- Using a mobile phone for personal use when you should be working.

Working together

Behaviour we expect

- Look for better ways to work together to achieve improvements.
- Encourage people to raise any concerns that they may have about the conduct of others in the organisation by adhering to the Whistle Blowing Policy.
- Take ownership - hold yourself accountable for your actions and how you perform in your job role.
- Follow The Fed's procedures for health and safety and infection control.
- Ensure policies and procedures are followed in your daily work.

Behaviour we will not accept

- Complaining and demoralising others without trying to change things for the better.
- Criticising colleagues or disagreeing with them in front of people.
- Blaming colleagues or other departments for mistakes.
- Being unsupportive of new ideas or change.
- Ignoring something that you know is wrong.
- Posting negative comments about people associated with The Fed or the organisation itself on social network sites, this includes 'liking' a comment on a social networking

site which is detrimental to The Fed.


I confirm that I have read and understood the Job Description, Person Specification and Code of Conduct applicable to me and agree to uphold them in my daily practice at The Fed.

I understand that this Code of Conduct describes the standards of conduct, behaviour and attitudes that the public and the people who need healthcare, care and support, should expect of The Fed's employees providing this care and support.

Print Name: _____

Signature: _____ Date: _____

Job Title: _____ Team: _____

Address	The Fed, Heathlands Village, Heathlands Drive, Prestwich, Manchester, M25 9SB	 Caring for our Community
Website	www.thefed.org.uk	
Registered Charity No.	1117126	
Company No.	5858766	
CQC Registration No.	1-120 757658	
Facebook	www.facebook.com/THEFEDManchester/	
Twitter	@FED_Manchester	