



Wellbeing and Hospitality Assistant

Area of Work: Wellbeing Café

Responsible to: Wellbeing Manager

Department Objectives

The Hospice provides all its services free of charge to the patients and their families.

Role within the Department

The role of the Wellbeing and Hospitality assistant is to be responsible for the smooth running of the Wellbeing Café and ordering refreshments for all departments within the Hospice.

Specific Objectives:

Leading and developing an effective and motivated team of volunteers. Providing the best possible standards of food and customer service to visitors to the café and staff.

Key Tasks and Responsibilities

1. Develop menus for the wellbeing café.
2. Provide a consistently high standard of food and drinks to all customers.
3. Uphold all relevant paperwork to adhere to food hygiene and allergen regulations, and other hospice paperwork.
4. Comply with and uphold all company health and safety and trading standards policies
5. Cascade information to support café volunteers. Training to include basic food hygiene and allergen management.
6. To keep up to date with all food hygiene / allergen legislation and policies.
7. Help with special functions as and when required by the hospice
8. Attend any training or meetings as required by your line manager or the hospice and be prepared to temporarily work elsewhere within the hospice should the business require it.

Other Tasks and Responsibilities

1. Order supplies to maintain suitable stock levels as decided with your manager
2. Check deliveries against orders, ensuring that the goods are acceptable and making any returns as appropriate
3. Hospice policies – follow policy guidelines as provided by your line manager
4. To work with the catering budget, and to review costs and set prices for the café.
5. Fill coffee machines, clean and order ingredients.

Key Competencies and Skills Requirements

- Excellent knowledge of catering systems, food hygiene, allergens, customer service and working to budgets
- Positive, flexible, team-playing attitude
- Willingness to learn and take direction as well as use initiative
- Smart personal appearance
- Good verbal and written communication skills
- Effective time management and organisation skills
- Ability to lift, move deliveries and store in a safe manner