



NIGHTINGALE HOSPITAL  
LONDON

FLORENCE  
NIGHTINGALE

Join our team and make a  
*difference*

## Catering Assistant: Job description

**Job Title:** Catering Assistant

**Location:** Nightingale Hospital, 11-19 Lisson Grove, Marylebone, London NW1 6SH

**Department:** Catering

**Salary:** Depending on experience, plus an additional London Allowance of £2,500 per annum added to all permanent posts (pro-rata for part-time roles)

**Working hours:** 37.5 hours per week, rostered to meet the needs of the Hospital

**Closing date:** Ongoing

### About us

Nightingale Hospital is the only private mental health hospital in Central London, with over 30 years' experience in delivering specialised, evidence-based treatments in outpatient, day patient and inpatient settings. Our dedicated team of specialists are committed to the diagnosis and treatment of all types of mental health conditions, including eating disorders and addictions. Conveniently located, we are a two-minute walk from Marylebone main line and Underground stations, and within a ten-minute walk of Baker Street and Edgware Road Underground stations.

We are owned by international medical group, Orpea delivering the full spectrum of psychiatric care, high quality care home and rehabilitation services across the globe.

### About the role: Catering Assistant

The post holder's role is to assist in the Restaurant and with Room Service to ensure the department provides a professional and high quality level of service at all times.

### Position in organisation

- Reports to the Head Chef
- Liaison with all departments

### Key tasks/Scope of the role

1. Catering
2. Communication
3. Quality
4. Training & Development
5. Other

### Duties and responsibilities

#### 1. Catering

- 1.1 Assist with the preparation of food as directed by a Chef.
- 1.2 Assist with the serving of food within the Restaurant and the maintenance of a clean and tidy environment.
- 1.3 Assist with Room Service and taking food and refreshments to patients, the Boardroom and other venues as required.
- 1.4 Maintain a safe working environment and comply with statutory health, safety & hygiene legislation.

## 2. Communication

- 2.1 Maintain a high level of verbal and written communication within the scope of the position.
- 2.2 Polite and approachable manner when dealing with patients, their families, colleagues and external contractors.

## 3. Quality

- 3.1 Knowledge and understanding of Nightingale Hospital values.
- 3.2 Documentation must be presented in accordance with the guidelines of Nightingale Hospital branding.
- 3.3 All tasks and requests relating to the service are completed in a timely and professional manner.
- 3.4 To recommend improvements to the service and processes when appropriate
- 3.5 To communicate appropriately with all patients, young persons and vulnerable adults, and ensure a safe environment is maintained at all times.

## 4. Training and Development

- 4.1 Responsibility for ensuring attendance at mandatory training provided by Nightingale Hospital
- 4.2 Regular performance reviews with Line Manager and annual appraisal.
- 4.3 Identification of any skill deficits which will require some training and support.

## 4. Other

- 4.1 To recognise the importance of customer care and present a positive, courteous and helpful attitude when dealing with users of the Hospital's services.
- 4.3 To present a professional and efficient image at all times.
- 4.4 To be responsible for reading, understanding and complying with all relevant policies and procedures.
- 4.5 To undertake additional duties, as and when required, as directed by your line manager.

### Who we're looking for

	Essential	Desirable
<b>Education/Qualifications</b>	✓ GCSE Maths and English or Equivalent	• Food Hygiene qualifications
<b>Work experience</b>	✓ 1 year experience in a similar role	• Previous experience working within a Hospital
<b>Skills, knowledge and aptitude</b>	✓ Ability to multi-task to work ✓ Attention to detail ✓ Ability to use initiative ✓ Ability to work independently as well in a team ✓ Good customer service skills	• Good IT skills and knowledge of Microsoft Office
<b>Motivation</b>	✓ Passionate about customer service ✓ Desire to improve standards	• Desire to learn more about catering
<b>Requirements</b>	✓ Good time-keeping skills ✓ Ability to work well under pressure	

*Nightingale Hospital reserves the right to vary these duties from time to time or require the job holder to undertake additional duties within their general scope of qualifications, skills and experience.*



## Company benefits

To reward the hard work of our fantastic colleagues, we offer an excellent benefits package as per the below.

- 25 days' holiday increasing up to 30 days for long service plus bank holidays
- A, 'refer a nurse scheme' paying £2000 per successful recruit \*
- Opportunities for continuous professional development (CPD) and training
- Generous Company pension scheme with **The People's Pension**
- 100% of NMC registration renewal paid (subject to meeting the criteria)
- Generous Company sick pay\*
- Annual staff bonus (discretionary)
- Travel Loan scheme \*
- Free life assurance cover (4 x salary)
- On-site restaurant with subsidised staff meals at breakfast, lunch and dinner
- Employee Assistance Programme
- Access to **Perkbox** Medical, which provides 24 hour access to a private GP service
- An extensive **Perkbox** staff benefits package, offering a comprehensive range of discounts and access to well-being apps
- Annual birthday gift
- Free eye tests and contribution towards the cost of glasses (if required)
- Long service recognition\*
- Enhanced maternity/paternity pay\*
- Long-term disability insurance

\*Subject to T&Cs

## COVID-19 update

At Nightingale Hospital we are committed to ensuring the safety of our staff and have taken various measures to allow everyone to continue to operate both effectively and efficiently, whilst still remaining safe. All procedures have been evaluated and retrospectively restrictions have been implemented in line with the Hospitals Infection Control Protocol and general government guidelines regarding virus transfer and social distancing during the pandemic. All work areas have been formally risk assessed and have been shared with respective departments. This has led to the implementation where necessary of Perspex screens between desks and the use of masks/visors in majority of places around the hospital.

## Further details

To find out more or have an informal chat please contact the Human Resources Team, on 02075357701 or via email [hrenquiries@nightingalehospital.co.uk](mailto:hrenquiries@nightingalehospital.co.uk). Alternatively, to apply please send your CV to [hrenquiries@nightingalehospital.co.uk](mailto:hrenquiries@nightingalehospital.co.uk).

Nightingale Hospital is an Equal Opportunities Employer and ensures equality of opportunity in recruitment, promotion, pay, benefits and training by adopting and following practices that are free from unfair or unlawful discrimination.

All appointments are subject to receipt of a satisfactory Disclosure and Barring Service (DBS) Certificate.

**I confirm that I agree to the details of this job description as outlined above:**

**Full name:**

**Date:**

**Signed:**