** JOB DESCRIPTION**

**Post Title: Host/Hostess**

**Job Summary**

To assist the Kitchen staff in serving healthy, balanced, attractive meals to the Association’s residents.

**Accountable to:** Home Manager

**Line Managed by:** Catering Manager

**Person Specification**

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| Person Specification Criteria | Essential | Desirable |
| **Education and Training**  GCSE or equivalent in English and Maths  Level 2 Food Hygiene Certificate |  | √  √ |
| **Experience** |  |  |
| Experience in a similar environment |  | √ |
| An understanding of health & safety and COSHH |  | √ |
| **IT Skills** |  |  |
| Excellent MS Office skills (Word, Excel, Outlook) |  | √ |
| **Skills and Abilities**  Excellent organisational skills  Effective communication skills  Ability to work independently and use own initiative  The ability to work under pressure  Ability to work collaboratively as part of a team | √  √  √  √  √ |  |

**Key Responsibilities**

To be committed to the principle that Rockdale House is the residents’ home and that a resident’s room is his/her private domain, and to respect and promote the residents’ privacy, dignity, independence, freedom of movement and freedom of choice.

To read, understand and implement the Association’s Fire and Health and Safety and Food policies.

To work alongside the kitchen team and assist with serving supper to our residents, setting up and clearing the dining tables when required.

Assist any resident in the dining room with any requests they may have, ensuring no resident feels in any way rushed or pressured to finish a meal.

Spend as much time with residents as possible to contribute to one to one and group activities to promote independence and continued ability to undertake tasks as desired.

Prepare and serve beverages as required by residents. Possibly assisting residents to prepare their own beverages if desired.

Attend appropriate training/development programmes and staff meetings as scheduled.

Undertake any other duties required by the Chef or Home Manager, including working in other areas when required to ensure the smooth running of the Home and delivery of care to the residents.

Understand and maintain confidentiality at all times.

**TERMS AND CONDITIONS OF EMPLOYMENT-** A separate contract gives full details

**Competency Framework**

The competence framework sets out skills, knowledge and behaviours in four main competence areas, providing a means to assess performance of the above duties and responsibilities.

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| Competence | Description | Behaviours |
| Communicating effectively, internally and externally | Engaging in written and oral communication that is clear, transparent, and responsive to the needs, experience and understanding of diverse audiences. | Communicate using appropriate styles, methods and timing to maximise understanding, impact and inclusiveness.  Actively seek information from others to understand their needs and encourage them to access relevant information that will help them use services more effectively. |
| Working as a team | Working effectively with colleagues and using the diversity of the team to create a working environment which helps to achieve optimum performance and success. | Proactively contribute to the work of the whole team.  Actively seek input from a diverse range of people.  Be open to taking on different roles |
| Developing skills and knowledge | Keeping up to date with new processes and information in our individual role, seeking opportunities to develop, and taking responsibility for own individual personal development | Identify own skills and knowledge gaps to inform own development and discuss these with line manager  Recognise and take time to achieve own learning and development objectives. |
| Delivering effective performance | Delivering timely performance with energy, taking responsibility and accountability for quality outcomes, and dealing with challenges in a responsive and constructive way | Focus on providing the right solution and keep relevant parties up to date on progress.  Take responsibility for the quality of own work and keep line manager informed of how work is progressing.  Take ownership of problems, remaining positive and focused on achieving outcomes despite setbacks. |