

# FACILITIES STOREKEEPER CATERING

Candidate Pack



# Colleague Benefits

## General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

## Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

## Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

## Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



# Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

## C.A.R.E. Meaning and Practice

**Compassion** - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

**Acknowledge** - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

**Respect** - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

**Empower** - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework – it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

**In daily practice, you can:**

- Take a moment before entering a patient's space – centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions – consider how your approach made the patient or family feel

**All staff within the Trust are expected to:**

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

## Job Summary

*\*\*This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.\*\**

- This role helps make sure food, drinks and other supplies are ordered, received, stored and issued correctly to support hospital catering services.
- Maintain stock levels by ordering supplies, receiving deliveries and checking that all items are correct, safe and in good condition.
- Store food and other goods safely, making sure stock is rotated correctly and used within date guidelines.
- Keep accurate records, including stock information, temperature checks and food safety documents.
- Follow food safety, hygiene and health and safety rules at all times to help provide a safe service for patients, staff and visitors.
- Work closely with catering colleagues, suppliers and other hospital departments while helping to reduce waste and keep storage areas clean, organised and secure.

## Job Description

|                        |                                        |
|------------------------|----------------------------------------|
| <b>Job title:</b>      | <b>Facilities Storekeeper Catering</b> |
| <b>Grade:</b>          | <b>Band 2</b>                          |
| <b>Site:</b>           | <b>The Royal Shrewsbury Hospital</b>   |
| <b>Accountable to:</b> | <b>Facilities Manager Catering</b>     |
| <b>DBS required:</b>   | <b>Yes, Standard DBS</b>               |

## Job Purpose

The Storekeeper is responsible for the ordering, receipt, issue and safe custody of stores. This includes

maintaining accurate records and completion of associated HACCP Food Safety documentation.

The Post holder will report directly to the Facilities Manager Catering

## Main Duties and Responsibilities

- The post holder will be required to place orders to predetermined stock levels using various systems, and when required liaise with suppliers on sourcing of products and pricing. Receive deliveries and make the necessary checks in accordance with the Initial Check Document Procedure.
- Issue stock to the Main Kitchen, and Wards/departments ensuring that requisitions are documented and accounted for.
- Responsible for complying with good hygiene and health & safety practices within the department in accordance with standing operating procedures and current Food Safety and Health & Safety Legislation.
- Ensure high standards of personal hygiene are maintained in accordance with the Trust Food Safety Policy Code of Practice 4 in Personal Hygiene and current legal requirements.
- Assist the Catering Management in carrying out stock takes as and when required
- Will be required to comply fully with the Trust Food Safety policy in particular the Code of Practice regarding Receipt, Delivery and Storage of Food and non-food items. This includes checking the quality, quantity, dates and appearance.
- To liaise with the relevant supervisors/managers if they identify over ordering, stock deficiencies, delivery discrepancies, suspicion of theft or any other problems.
- Ensure the careful use of resources to reduce unnecessary waste and comply with the departmental stock rotation and control policy.
- To monitor and record all temperatures for the departments HACCP Food Safety Management System and take corrective action where necessary.
- To check and record temperatures of chilled and frozen foods in accordance with Trust Food Safety Policy
- To follow the rejection procedure for any non-conformance goods [For food items to ensure segregation of such stock so that it does not enter the food chain.]
- To ensure all goods are correctly rotated using the system of First In First out [FIFO] according to
- “Use by” or “Best before” dates. Inform Facilities Manager Catering of any out-of-date stock
- Maintain accurate legible Stock record documentation
- To ensure the safe custody of all stock, store areas and keys
- Work in accordance with duty rota’s and work schedules
- Work in accordance with Trust’s Policies and procedures including COSHH, Fire Safety and Manual Handling.
- To attend Food Safety Training to include induction, CIEH Level 2 Award in Food Safety and Catering, Annual Food Hygiene Refresher Training, Trust Statutory Training and any other mandatory training as and when required.
- Report all accidents/incidents and near misses and complete relevant documentation.

- To check health and safety aspects of equipment and report any equipment defects
- Report all sightings of pests to the Supervisor.
- Wear clean and protective clothing and personal protective equipment in accordance with food safety and health & safety policies.
- Collection, removal of waste materials, including separation of waste for recycling, cleanliness of waste receptacles when required.
- To maintain the cleanliness of all storage areas including refrigeration, freezers and non-food stock
- Any other duties as may be delegated by the Supervisor / Line Manager.
- To attend team meetings, 1-1's and an annual appraisal.

## **Systems and Equipment**

- Will be required to use, sack trucks, general purpose trolleys, roll cages and the use of any mechanical aids i.e. Master movers after undertaking relevant training. All equipment must be clean and used following safety guidelines at all times. Use of this equipment will require physical skills obtained through induction and practice.
- Ensure all equipment is safe and clean before use whilst ensuring the correct use of cleaning materials in accordance with COSHH regulations.
- Report any equipment or building defects to the Supervisor or Line Manager.
- Will be required to use departmental IT systems e.g. MenuMark, eDC and to include undertaking statutory and Mandatory training as required.

## **Decisions, Judgements and Freedom to Act**

- Works with own initiative and is guided by standard operating procedures and policies, works with little supervision, and implements changes set by others. Refers to supervisor when necessary.
- To work in accordance with Trust's Policies and Procedures, including Food Safety Legislation, Departmental Codes of Practice, Standard Operating Procedures, COSHH, Fire, Manual Handling,
- Health & Safety and attend all Statutory Training
- To ensure stock rotation and take appropriate action relating to food temperatures.

## **Communication and Relationships**

- Will be required to communicate effectively with a wide range of stakeholders, including
- colleagues, other Trust staff, visitors, patients, delivery drivers and contractors.

- Will be required to communicate effectively when dealing with verbal complaints or feedback from both Patient's and Commercial customers.
- Support the Supervisor and Line Manager in demonstrating duties to new starters.
- Complete Food Safety and Cleaning documentation to meet the requirements of the Trust's Food Safety Management System [HACCP].
- To communicate with their line managers to offer any suggestions that may improve the service/safety/efficiency of the catering department.
- Communicate with the Environmental Health Officer and other external auditors during official inspections.

## **Physical, Mental and Emotional Demands of the Post**

- Frequently required to exert moderate physical effort for short and long periods of time, e.g. lifting heavy food supplies, pulling and pushing heavy trolleys.
- Frequently required to concentrate within the work pattern, when completing documentation, carryout stock takes
- Need to be literate, numerate and have the ability to understand compliance with trust procedures and completion of documentation.
- Will be required to work in extreme temperatures in a hot kitchen and cold fridge/freezers and loading bay
- Will be required to work to deadlines especially when putting stock away e.g. frozen and chilled foods

## Person Specification

|                                             | Essential                                                                                                                                                                                                                                                                                                                          | Desirable                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Qualifications</b>                       | <ul style="list-style-type: none"> <li>• Level 2 award in Food Safety or equivalent</li> <li>• Evidence of a commitment to continuous development</li> </ul>                                                                                                                                                                       | <ul style="list-style-type: none"> <li>• Level 3 in Food Safety</li> </ul>                                                                                                                                                                                                                                                                                |
| <b>Knowledge, Behaviours and Experience</b> | <ul style="list-style-type: none"> <li>• Proven ability to work on own initiative.</li> <li>• Proven ability to manage own workload and prioritise when there are competing priorities.</li> <li>• Evidence of experience of working and contributing in a team.</li> <li>• Evidence of ability to work under pressure.</li> </ul> | <ul style="list-style-type: none"> <li>• Relevant experience of working in a catering environment, however full training will be given as part of an induction plan lasting at least a few weeks</li> <li>• Experience within a store's environment, maintaining stock controls. Timely receipt, storage and distribution of food, consumables</li> </ul> |
| <b>Skills</b>                               | <ul style="list-style-type: none"> <li>• Evidence of good literacy skills and the ability to understand instructions, guidance, policies and procedures.</li> <li>• Evidence of delivering a high level of customer service.</li> <li>• Good IT and keyboard skills (training on specific</li> </ul>                               | <ul style="list-style-type: none"> <li>• Knowledge of food safety systems, HACCP, COSHH and dealing with Allergens.</li> <li>• Proven ability to communicate with a wide range of internal and external stakeholders including; patients, staff, visitors, suppliers &amp;</li> </ul>                                                                     |

|              |                                                                             |                      |
|--------------|-----------------------------------------------------------------------------|----------------------|
|              | <ul style="list-style-type: none"> <li>programmes will be given)</li> </ul> | environmental health |
| <b>Other</b> |                                                                             |                      |

## General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

## Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

## Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are

employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

## Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

## Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of

Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
  - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
  - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

## **NHS Sexual Safety Charter**

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

## **Social Responsibility**

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## **Continuous Improvement**

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of

work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

## Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

