

Job Description and Person Specification

Clerical Officer - Catering Permanent Full-time Vacancy

Reference: HR21E524

Closing Date for Applications: Friday, 29th October 2021
Proposed Interview Dates: Tuesday 9th & Wednesday 10th November 2021

HR Business Services,
St Vincent's University Hospital,
Elm Park,
Dublin 4.

Contact: +353 (1) 221 6062 or recruitment@svuh.ie

Job title / Grade: Clerical Officer - Catering Services

Reports to: Deputy Head of Catering

Overview:

A vacancy has arisen for a Catering Clerical Officer within the Catering Department.

The successful applicant will be required to join our administration team to undertake a range of duties to ensure an effective and efficient administrative base is maintained within the Catering Department.

The post holder should be able to demonstrate an understanding of good customer care techniques, and have experience of telephone and Microsoft Office applications.

Key Duties and Responsibilities

The list of key duties and responsibilities is not intended to be exhaustive and is subject to change depending on service requirements.

- To process Ward Patient Food orders for Chef production on a daily basis
- To assist when necessary printing and collating of patient menu cards
- The post holder will be involved in the day to day ordering of provisions as requested by the Executive Chef/Manager, specialist ordering of kitchen equipment, stationery, uniforms and any other items deemed necessary for the Catering Department
- To liaise with suppliers when required i.e. to source provisions & goods due to shortages or for ad hoc requests
- To liaise with procurement to raise non catalogue items
- You will be required to use computerised systems such as Capita Integra for ordering provisions adhering to all contracts.
- To report any problems or discrepancies in deliveries from the suppliers ensuring credit notes are raised and or goods are redelivered
- To keep records of all purchasing transactions on file and pass relevant documents to procurement and finance departments
- To check invoices and credit notes for correct delivery of goods and deal with any discrepancies before passing to accounts for payment
- To deal with maintenance providers in relation to service contracts – i.e. log service calls when required
- Advanced keyboard skills are required to input accurate data, i.e. raising Integra orders
- To take function bookings and invoice accordingly when required
- Answering telephones and dealing with queries that may arise.
- Other administrative duties may be required
- Photocopying of documentation

The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office. This document must be regarded as an outline of the major areas of accountability at the present time, which will be reviewed and assessed on an on-going basis.

The Hospital Structure is currently under review and therefore, reporting relationships may change.

Informal Enquiries or Role Specific Enquiries: Theresa Peare Head of Catering t.peare@st-vincent.ie

Person Specification

Factors	Essential	Desirable
Qualifications	Obtained at least grade D (or pass) in Higher or Ordinary Level in five subjects from the approved list of subjects in the Department of Education established Leaving Certificate Examination or Leaving Certificate Vocational Programme or Leaving Certificate Applied. Or (ii) Passed an examination of at least equivalent standard Or (iii) Satisfactory relevant experience which encompasses demonstrable equivalent skills	<ul style="list-style-type: none"> • ECDL or equivalent certificate • Basic course in food hygiene. • Experience working in a healthcare setting. • A background in catering services.
Experience (length and type)	<ul style="list-style-type: none"> • Recent experience working in an administration role. • Experience using IT systems 	
Core Competencies	<ul style="list-style-type: none"> • Knowing the Health Service & How it works • Planning & Managing Resources • Setting Standards & Ensuring Quality • Teamwork • Communication • Embracing the Change Agenda 	

Particulars of Office:

The appointments are: Whole-time, Permanent and Pensionable

A panel will be formed to fill future permanent positions.

Annual Salary: 01/10/21 (**Clerical Officer**)

€25,101 - €41,092

These particulars are subject to change in line with overall public pay policy.

****Candidates should expect to be appointed on the minimum of the salary range and in accordance with the Department of Finance guidelines.***

Probationary Period: The appointee shall hold office for a probationary period of six months – The Hospital's Probation and Induction policy will apply.

Pension Scheme: The candidate will be entered into one of the Hospital Superannuation Schemes.

Working Hours: The person(s) appointed will work a basic 37 hour week. You will be required to work the agreed roster / on call arrangements as advised to you by your line manager. Please note that start times may vary.

Your contracted hours of work are liable to change over seven days to meet the requirements for the extended day services in accordance with the terms of the Framework Agreement. (Reference HSE HR Circular 003/2009). Flexibility on hours of attendance in response to service needs will be a requirement.

Annual leave entitlement: 25 days per annum pro rata increasing to 26 days after 3 full years' service and 27 days after 5 full years' service. Annual leave accrued must be taken within the duration of the contract or calendar year and as agreed between the candidate and the Head of Department.

Additional Information

Confidentiality:

During the course of employment staff may have access to, or hear information concerning the medical or personal affairs of patients, students, staff and / or other health service business. Such records and information are strictly confidential and unless acting on the instruction of an authorised officer, such information must not be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required

Hygiene:

During the course of employment staff are required to ensure that the hospital's hygiene and infection control policies are adhered to at all times. All employees have responsibility to prevent transmission of infection by adhering to and implementing optimal hand hygiene and adhering to the Hospital's Hygiene

processes. Hygiene is a fundamental component of St Vincent's University Hospital's quality system to ensure the safety and well-being of its patients and staff and plays a role in the prevention and control of healthcare associated infection.

Policies / Legislation:

All Hospital policies and procedures form an integral part of an employment contract and may be subject to update and revision, from time to time, in consultation with union representatives as appropriate. Employees are required to comply with all hospital policies, procedures (e.g. Dignity at Work, Trust in Care, Computer Usage Policy) and the Hospital's ethical codes of practice.

Employees are required to abide by the hospital's code of behaviour and the code of practice as defined by their relevant professional body.

Please note the following:

- The Hospital Board is not responsible for loss or theft of personal belongings
- Fire orders must be observed and staff must attend the fire lectures periodically
- All accidents within the department must be reported immediately.
- In line with the Safety, Health and Welfare at Work Act (2005), smoking within the Hospital Building is not permitted.
- All staff are advised to avail of Hepatitis B Vaccination with Occupational health
- The use of personal mobile phones is prohibited.
- St. Vincent's University Hospital buildings and grounds are **smoke-free**.

Application Process: St. Vincent's University Hospital is an equal opportunities employer and is committed to promoting an environment free from discrimination in accordance with the Employment Equality Acts 1998 and 2004. The Hospital values diversity and recognises the benefits of having a workforce that reflects the community we serve. We are committed to equality of access to positions within the Hospital. All recruitment activity and documentation will encourage applications from all potential candidates without discrimination.

Interested candidates should apply for vacancies of interest by visiting the Hospital Careers pages: <http://www.stvincents.ie/Home/Careers.html>

- Note the closing date(s) for the submission of on-line applications are specified on the list of vacancies. St. Vincent's University Hospital are not able to accept late applications.
- It is the applicant's responsibility to ensure that they apply well in advance of the closing date.
- Any applications which are still in progress but have not been submitted after the closing date will not be registered by our Web Recruitment System.
- Applications for St. Vincent's University Hospital job vacancies will only be accepted through our Web Recruitment System.
- St. Vincent's University Hospital may only take into account technical issues raised by an applicant if advised to our Human Resources Department prior to the advertised closing date.

Non-European Economic Area Applicants: While St. Vincent's University Hospital is an equal opportunities employer, in line with current Department of Jobs, Enterprise and Innovation Employment Permit requirements, applications from non European Economic Area (EEA) will only be considered in the event that an EEA citizen cannot be found to fill the vacancy. Please note that if you are a NON-EEA applicant and are unable to supply documents (listed on www.djei.ie), you are not entitled to participate in this recruitment competition. This is in accordance with the EU Community Preference Rule. Further information is available at www.djei.ie.

Former Public Service employees: Eligibility to compete may be affected where applicants were formerly employed by the Irish Public Service and previously availed of an Irish Public Service Scheme including:

- Incentivised Scheme for Early Retirement (ISER)
- Department of Health and Children Circular (7/2010)
- Collective Agreement: Redundancy Payments to Public Servants

Applicants should ensure that they are not precluded from re-engagement in the Irish Public Service under the terms of such Schemes. This is a non-exhaustive list and any queries should be directed to an applicant's former Irish Public Service Employer in the first instance.

Shortlisting: Shortlisting will be carried out on the basis of information supplied on your curriculum vitae. The criteria for shortlisting are based on the requirements of the post as outlined in the Person Specification. Failure to include information regarding these requirements on your CV may result in you not being called forward to the next state of the recruitment process.

All overseas qualifications must be validated. No candidate can work in the Hospital without validated qualifications. If professional registration is also a requirement, candidates must provide documentation of same.

Canvassing will automatically disqualify.

Please note that you will be contacted mainly by mobile phone and email. It is important that your mobile phone number, postal address and email address are correct. It is your responsibility to ensure that you have access to your mobile voice mails and emails. We recommend that you use an email address that you have regular access to.

Competency based interviews follow the shortlisting stage of the recruitment process. Credit is awarded by the interview panel to candidates who demonstrate at interview that they possess the experience, competencies and skills listed in the person specification. Candidates will normally be given at least one weeks' notice of interview. Interviews are held in person only, no subsequent or alternative dates to dates given will be offered to candidates. All interviews are held in the HR Department of St. Vincent's University Hospital, Elm Park, Dublin 4 unless it is specifically noted otherwise in the Job Description. All posts are located in St. Vincent's University Hospital, Elm Park, Dublin 4 unless it is specifically noted otherwise in the Job Description.

Disability: Please let us know if you need any special assistance at interview, e.g. if you have difficulty in moving up or down stairs or have hearing or speech difficulties.

Candidates are notified of the result of their interview at the earliest possible date after the interview. The recommendation of the interview panel does not constitute a job offer. The process continues after the interview and includes clearance checks such as references, Garda clearance, occupational health clearance, validation of qualifications and experience. A job offer is made pending satisfactory clearances. SVUH reserves the right to remove candidates from specific recruitment panels and retract job offers if satisfactory clearances cannot be obtained or are deemed unsatisfactory.

For some recruitment competitions a panel of successful candidates may be formed as a result of the interviews. Candidates who obtain a place on the panel may, (within the life of the panel), be considered

for subsequent approved vacancies. Candidates are placed on a panel in order of merit. A panel is typically live for 6 months.

It is normal procedure that candidates be placed on the first point of the relevant salary scale in accordance with the Department of Finance guidelines.

Declaration: Please read your application carefully and check for any errors or omissions. False declaration or omission in support of your application will disqualify you from appointment.

This document must be regarded as an outline of the major areas of accountability at the present time, which will be reviewed and assessed on an on-going basis.

Date: October 2021