

**Pendleside  
Hospice**

*Care, compassion and support*



**JOB VACANCY**

[www.pendleside.org.uk](http://www.pendleside.org.uk)

AWARDS & ACCREDITATIONS



Inspected and rated

**Outstanding** ★

CareQuality  
Commission

PBA

PENDLE  
BUSINESS  
AWARDS

2024

NOT FOR PROFIT  
AWARD

Employer of the Year 2022

**BURNLEY  
BUSINESS  
AWARDS 2022**

## **Apprentice Chef**

### **Apprentice Fixed 18-month Contract**

**37.5 hours per week / Worked over 5 days / Annual Salary: £17,597**

Thank you for your interest in the Apprentice Chef position at Pendleside Hospice. We hope this information pack helps you decide whether this rewarding and meaningful role is right for you.

Pendleside Hospice is one of the principal providers of palliative and end-of-life care services to adults in Burnley and Pendle. Our Catering Team plays a vital role in supporting this care by providing nutritious, high-quality meals for patients, families, staff, volunteers, and the wider community through our Meals on Wheels service.

As part of our **multi-national award-winning team**, you will join a service recognised for excellence, compassion, and innovation. The ideal candidate will have a real passion for food alongside good communication and interpersonal skills.

#### **How to Apply**

Please complete the online application form at: [www.pendleside.org.uk/jobs](http://www.pendleside.org.uk/jobs)

If you would like to discuss the role in more detail, please contact Mark Scott, Catering & Domestic Services Manager via [mark.scott@pendleside.org.uk](mailto:mark.scott@pendleside.org.uk) or 01282 440122 / 07900 046789

## About Us

### Our Mission

Pendleside Hospice exists to enhance the quality of life for people living in our community with advancing long term and life limiting illnesses, through to end of life and in bereavement.

### Our Vision

Every adult with advancing long term and life limiting illnesses, and those most important to them, within our community, will receive timely and equitable access to high quality services, delivered by appropriately trained staff and volunteers.

### Philosophy of Care

Pendleside endeavours to promote and enhance quality of life for people with advancing long term and life limiting illnesses and those important to them. It does this by delivering specialist and holistic palliative and end of life care, which addresses each person's individually assessed physical, psychological, social and spiritual needs.

Our care is planned and continually monitored to ensure appropriateness as needs may change. Effective communication with the people we serve is fundamental to our relationship with them. Their confidentiality, privacy, dignity and choice are respected at all times.

Our multi-disciplinary approach facilitates integrated support in our inpatient, outpatient, day service, community and family support services.

Care is underpinned by relevant research, best practice guidance and professional codes of practice.

### Our Aim

To provide the highest quality services possible to our local community, which are easily accessible to all who need them.

We achieve this through the five pillars of Pendleside:

- **Proud to be Pendleside:** our people identify Pendleside as a good place to work/volunteer and we are the health care organisation of choice to work/volunteer for
- **Community collaboration:** to build a compassionate community involving, influencing and working in partnership with all stakeholders to enhance palliative and end of life care
- **Care delivery:** to reach out to as many people as possible who need our care
- **Governance:** the Hospice meets its regulatory requirements and manages risk effectively
- **Sustainability:** services are sustainable in the changing external environment

## Our Values

Our values underpin everything that we do:

**Care**

We ensure a professional standard of high quality care provision delivered with kindness, dignity and respect.

**Compassion**

We ensure that a compassionate and a non-judgemental approach remains central to the delivery of our services.

**Support**

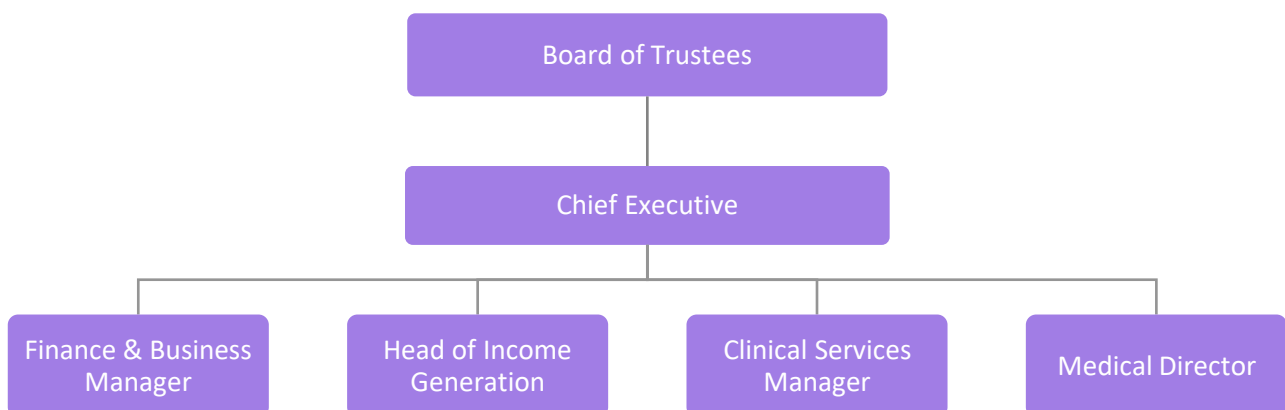
We ensure that people are listened to, their contribution valued and that necessary support is provided according to each individual need.

**Our People**

Pendleside is governed by a Trustee Board that takes overall responsibility for its work, and managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with particular skills and expertise in a variety of fields and led by a Chairman.

The Senior Management Team is led by the Chief Executive and has four other members with specific responsibilities including this role.



Pendleside currently has 130 employees across the organisation, which equates to approximately 90 whole time equivalent (WTE). In addition, we have several staff work under a practising privileges agreement and the Hospice has a Bank of Registered Nurses and Healthcare Assistants.

Volunteers are an integral part of the Hospice Team with over 600 active volunteers, each one playing an invaluable role within either the Hospice and/or our local community.

## Our Services

Pendleside cares for over 1500 people each year, across a number of services, including:

- Inpatient Unit
- Hospice at Home
- Health, Wellbeing and Rehabilitation
- Outpatients
- Family & Bereavement Support
- Spiritual Care and Psychological Support
- Complementary Therapy
- Meals on Wheels

Clinical services are available to adults, 18 years and over. In exceptional circumstances patients between the age of 17 and 18 will be allowed to access Hospice services. This will be assessed on an individual basis and only agreed when access to external children's services is not appropriate.

The Family Support and Bereavement service provide support to children, adolescents and adults.

Services are supported by Pendleside's Catering and Domestic, Maintenance, Finance and Administration, Fundraising and Retail teams.

### Description of Hospice Services

- **Inpatient Unit** – Pendleside Hospice has a 10-bed inpatient unit for the short-term assessment of patients for symptom management, end of life care and rehabilitative for those with palliative care needs. The IPU provides care for patients residing in Burnley, Pendle and Rossendale.
- **Hospice at Home** – The service is one of the largest Hospice at Home services in the NW region, with a caseload of c. 120 patients and approx. 600 referrals per year. The team consists of specially trained Registered nurses and Health Care Assistants who provide palliative and end of life care to patients residing in Burnley and Pendle localities. Services include specialist Nursing assessment, emotional support, respite care, night sits and extended service (24hr care for patients in the last days of life who's preferred place of care is home). The H@H service is also the single point of access for the co-ordination of District Nurse fast track applications and co-ordination of Marie Curie and domiciliary care night sits.
- **Health, Wellbeing and Rehabilitation** – The multidisciplinary team provides support to patients with palliative and rehabilitative needs. Services are offered either within the community, as an outpatient or by attending group sessions within the Day Services unit. Groups include Living with Dementia, Breathlessness, Fatigue Management, Exercise sessions, creative therapies, peer support, specialist palliative sessions. Complementary Therapy treatments are also available for patients and their carers.

- **Family Support & Bereavement** – The Family Support team provide pre and post bereavement counselling to adults and Children residing in the Burnley and Pendle localities. Sessions are either individual or through specialist groups.
- **Consultant-led Medical Outpatient Clinics** – these are currently delivered twice a week by Palliative Care Consultants employed by East Lancashire Hospitals Trust

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Apprentice Chef
<b>REPORTS TO:</b>	Catering and Domestic Manager
<b>REPORTED TO BY:</b>	N/A

### Key Responsibilities

- To support the Catering Team in delivering high-quality, nutritious meals for patients, visitors, staff, volunteers, and the wider community through the Hospice's catering services, including the **Meals on Wheels** provision.
- As part of a **multi-national award-winning team**, the Apprentice Chef will learn and develop professional catering skills while maintaining the highest standards of food safety, hygiene, and presentation. This role combines hands-on kitchen experience with structured apprenticeship learning, working towards recognised catering qualifications.

### Main Responsibilities

- Assist in the preparation, cooking, and service of meals for the Hospice and Meals on Wheels service.
- Maintain the highest standards of food hygiene, safety, and presentation.
- Produce meals in accordance with dietary requirements, clinical needs, and agreed specifications.
- Complete all required kitchen documentation, including temperature checks and cleaning logs.

### Core Tasks

- Adhere to all Hospice policies, including confidentiality, information governance, health and safety, and infection control.
- Comply with statutory and Hospice regulations regarding hygiene, safety, and cleanliness.
- Support meal production including preparation, cooking, plating, serving, and cleaning.
- Engage positively with service users, promoting excellent nutritional care.
- Assist with catering for internal and external functions, occasionally outside normal working hours.
- Provide a polite, friendly, and efficient service at all times.
- Work collaboratively with management, trustees, volunteers, and colleagues.
- Complete all apprenticeship training and assessments.
- Complete mandatory training according to the Hospice schedule.



## Job Specification

Attributes	Essential	Desirable	How assessed
<b>Experience</b>	<ul style="list-style-type: none"> <li>Interest in cooking, catering, or food preparation</li> <li>Experience preparing meals at home, school, voluntary or community settings</li> <li>Understanding of basic food hygiene</li> </ul>	<ul style="list-style-type: none"> <li>Hospitality, catering, customer service, or volunteering experience</li> <li>Experience with special diets or nutrition</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> </ul>
<b>Education, Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>GCSEs (or equivalent) in English and Maths</li> <li>Basic IT skills</li> </ul>	<ul style="list-style-type: none"> <li>Studies in Food, Catering, Hospitality, or similar subjects</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Confirmation of predicted grades</li> <li>Interview</li> </ul>
<b>Practical &amp; intellectual skills (including any specialist knowledge)</b>	<ul style="list-style-type: none"> <li>Good communication skills</li> <li>Ability to follow instructions</li> <li>Good organisational and time-management skills</li> <li>Attention to detail</li> <li>Understanding of confidentiality</li> <li>Ability to work safely</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of food hygiene, allergens, or kitchen equipment</li> <li>Basic cooking skills</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> </ul>
<b>Disposition / attitude / adjustment</b>	<ul style="list-style-type: none"> <li>Enthusiastic and willing to learn</li> <li>Positive attitude</li> <li>Team-focused</li> <li>Willingness to accept feedback</li> <li>Interest in the charity sector and community impact</li> </ul>		<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> </ul>
<b>Health &amp; Physical</b>	<ul style="list-style-type: none"> <li>Good attendance record</li> <li>Energy, enthusiasm, and resilience</li> <li>Ability to support events and catering activities</li> </ul>		<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> <li>Employee health check</li> <li>References</li> </ul>
<b>Circumstances</b>	<ul style="list-style-type: none"> <li>Ability to work Monday–Friday and flexibly when required</li> </ul>		<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> </ul>
<b>Equal Opportunities</b>	<ul style="list-style-type: none"> <li>Commitment to equal opportunity and social justice</li> </ul>		<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> </ul>

## Main Benefits and Terms & Conditions

**Annual leave:** the annual leave entitlement for a 37.5 hour a week post is 262.5 hours (27 days plus 8 public holidays), pro-rated according to number of hours worked

**DBS:** appointment is subject to an enhanced disclosure and barring check

**Healthcare Scheme:** all staff are eligible to access the Benenden Healthcare Scheme [www.benenden.co.uk](http://www.benenden.co.uk)

**Meals and drinks:** all employees and volunteers at Pendleside Hospice can access subsidised meals if working over a mealtime and drinks

**Notice period:** 1 month

**Parking:** all employees and volunteers can park free at Pendleside Hospice

**Pension:** Pendleside Hospice has a stakeholder pension scheme; the Hospice will match contribute up to 5% of an employee's salary into the pension scheme. **Employees joining Pendleside Hospice from the NHS may continue with their NHS pension.**

**Sick pay:** if the employee is unable to attend work because of sickness or some other health-related incapacity, the Hospice will pay full salary net of any statutory sick pay entitlement, subject to the following conditions:

<b>During probationary period (first 3-6 months)</b>	No Hospice sick pay, but will receive Statutory Sick Pay (if appropriate)
<b>From completion of probation up to 12 months service</b>	Two months sick pay at half-pay
<b>From 12 months service</b>	A maximum of 13 weeks full sick pay followed by 13 weeks at half-pay

## How to Apply

If you are interested in this position, please complete and submit the on line application form on the Pendleside Hospice website [www.pendleside.org.uk/jobs](http://www.pendleside.org.uk/jobs)

For further information please contact Mark Scott, Catering & Domestic Services Manager  
mark.scott@pendleside.org.uk