Liverpool University Hospitals
NHS Foundation Trust

Job Description

Job Information		
	Job Title:	Catering Senior Supervisor
	Directorate / Service:	Estates and facilities
	AfC Band:	3
	Professionally Accountable to:	Catering Services Manager
	Responsible to:	Catering Manager
	Base Location:	LUHFT sites
	Job Code:	EF070
	ESR Position Number:	

Job Summary
Responsible for the day to day running of the area, ensuring that the staff are available and trained to run the service Ensuring that the Trusts HACCP policy is adhered to

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Key Responsibilities

1. Ensuring the rotas are covered. Allocation of work to catering assistants. Liaise with management to ensure there is a continuation of service in the event of major staff shortages. Priorities urgent requests. Authorise overtime within the allocated budget.
2. Training of staff in basic job skills under the direction of Management.
3. Training of health and safety, including cascade training and the monthly toolbox training. Ensuring that the staff are complaint with the mandatory training including COSHH. Making arrangements for staff to attend training.
4. Tool box training. Ensure that staff are trained in the Toolbox training. Record the information on the appropriate documents on the computer. Get involved with the development of tool box training sheets.
5. Carry out staff appraisals
6. Cooperates on matters of health and safety and ensures that all staff comply with current Health and safety practices.
7. Ensuring all staff carry out their duties to the required standard as determined by Management. Identify and resolve staff performance problems. Highlight issues with management

8. Under the direction of management, authority to give informal disciplinary warnings.
9. Report any issues with staff that do not comply with Aintree values.
10. Maintaining Trust standards of hygiene at all times, including personal cleanliness, working practices and food handling practices. Ensure that the unit complies with the departments HACCP policy and ensures that the necessary documentation is completed.
11. Basic food preparation. Ensuring that food presentation and portion control is of the required standard at all times.
12. Handling customer complaints in conjunction with Management. Completing all the relevant documentation
13. Visit patients to discuss complaints, special diets and comments. Feed back to head chef/management
14. Carry out ward visits as per the HACCP policy. Talking to nursing staff and patients.
15. Develop the department, implementing changes and make proposals for changes in working practices.
16. Reporting any structural and mechanical defects, and the need for repair.
17. Supervision and instruction of the cleanliness of their allocated are and associated equipment and materials.
18. Promoting the sales of goods within the retail outlets
19. Ensuring that Audit procedures are adhered to within the department
20. Responsible for the stock and stock control within your designated area Highlighting potential problems to management .
21. Everyone employed in this role is required by Sections 7 and 8 of the Health and Safety at Work Act 1974 (HASAWA) to take reasonable care for the safety of themselves and others who may be affected by their acts or omissions at work; and not to interfere with or misuse anything provided in the interests of health, safety and welfare.
22. Co-operate on matters of health, safety and welfare to enable the Trust to meet its statutory obligations.
23. Train staff and monitor the use of all equipment and substances are used in accordance with their training and instruction.
24. Inform the immediate line manager of any situation representing a serious and immediate danger to Health and Safety. In the absence of a manager make immediate arrangements to stop immediate danger.
25. Be responsible for the staff use of any personal protective equipment. Dealing with staff who do not comply
26. Report any personal injury, dangerous occurrence or work related disease on Datix

Clinical Governance / Quality

HACCP

Education and training development

Undertakes staff training
Equality and Diversity

It is the responsibility of every member of staff to understand our equality and diversity commitments and statutory obligations under current equality legislation (the Equality Act 2010) and to:

Act in ways that support equality and diversity and recognises the importance of people's rights in accordance with legislation, policies, procedures and good practice.

Valuing people as individuals and treating everyone with dignity and respect, consideration and without prejudice, respecting diversity and recognising peoples expressed beliefs, preferences and choices in working with others and delivering appropriate services.

- Recognise and report behaviour that undermines equality under Trust policy.
- Be consciously aware of own behaviour and encourage the same levels of behaviour in colleagues.
- Acknowledge others' different perspectives and recognise the diverse needs and experiences of everyone they come into contact with.
- With the support of managers develop an equality and diversity objective through the personal development review process.

Values and Behaviours

We are Caring

We are kind to each other and always show compassion to ourselves and others.

We know we are doing this when:

- We are always **kind** and **compassionate** to ourselves, our patients, families and colleagues;
- We **recognise** and **appreciate** each other, taking pride in working here and our contribution to success;
- We are **professional** and always seek to deliver the best standards of care.

We are Fair

We treat people equitably and value their differences.

We know we are doing this when:

- We value **everyone** for their unique contribution and we embrace diversity;
- We are confident in **speaking up** and we support all our colleagues to do the same;
- We are **open and honest.**

We Are Innovative
We work as a team to continuously improve the way we deliver and transform health care.
We know we are doing this when:

- We **continuously improve** the services we deliver and pioneer new ways of doing things;
- We **learn from mistakes**, striving to ensure we get things right first time;
- We **create and share knowledge** with each other, patients and our professional communities.

Infection Prevention & Control

All staff will adhere to infection control policies and procedures at all times and carry out role specific duties as per roles and responsibilities.

Confidentiality

Confidentiality/Data Protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours). All staff should ensure that they are familiar with and adhere to all Trust privacy, confidentiality and security policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action taken.

Freedom of Information

In accordance with Freedom of Information and other associated legislation, the Trust may be required to make public recorded information available upon a request, or do this as part of a publication scheme. Please note, that in your public role, your name or job role may be contained in a document that is published in accordance with such legislation.

Management of Risk & Health and Safety

All employees have a duty to take reasonable care to avoid injury to themselves or to others and to co-operate with the Trust in meeting its statutory requirements.
All employees will proactively contribute to the management of risk by identifying hazards in the workplace which have the potential to cause harm, raising issues of

concern and risk to the appropriate level.
Safeguarding Children and Vulnerable Adults
All trust employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults. Familiarisation with and adherence to trust Safeguarding policies is an essential requirement of all employees, as is participation in related mandatory/statutory training.
IT Skills
All staff are expected to have or to gain a minimum of basic level IT skills to enable them to use the Trust IT systems to support Trust services and needs. All staff should be familiar with relevant IT systems and security policies and procedures.
Records Management
All staff are personally responsible for record keeping. A record is anything that contains information in any medium e.g. paper, tapes, computer information, etc. which have been created or gathered as a result of any NHS activity. All individuals within the Trust are responsible for any records they create or use. Please ensure that records are retained in accordance with the Records Management Policy and are stored in a manner that allows them to be easily located in the event of a Freedom of Information (FOI) request.
Information Quality
All staff must ensure complete and accurate data is collected to the highest standard at all times. Data collection should be supported by adequate documentation and processes should be regularly reviewed. Staff should ensure that processes conform to national standards and are fit for purpose. All staff should comply with the Information Quality Policy.
Professional Responsibility
As per any required registration & Trust policy
Clinical Responsibility
Incidental patient contact – signposting of service users
Administration Responsibility
n/a
Research
Participates in audits

Strategic role
n/a

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HR Management
Supervises staff, oversees annual leave, rotas and monthly training.
Financial Responsibility
Undertakes stock control
Change of Job Description
The duties outlined above are not intended to be exhaustive and may change as the needs of the department alter in line with current agendas. This job description will be subject to periodic review and amendment in accordance with the needs of the Trust.

Person Specification

Job Title:	Catering Senior Supervisor		
Band	3	**Job Code:**	EF070

Person Specification				
	Qualifications	**Essential**	**Desirable**	**Assessment**
1	Level 3 Food Hygiene Certificate	E		
2	ILM certificate NVQ 3 in catering subject/equivalent	E		
	Experience	**Essential**	**Desirable**	**Assessment**
3	Previous catering experience at a supervisory level	E		
4	Previous Industrial Catering experience	E		
	Knowledge	**Essential**	**Desirable**	**Assessment**
5	A general understanding of why food hygiene is important	E		
6	Health and safety basic knowledge	E		
7	Knowledge of Cash handling and till systems	E		

	Skills	Essential	Desirable	Assessment
8	Excellent Communication skills	E		
9	Basic data inputting either manually or using a computer/tablet	E		
10	Basic numeracy and literacy skills	E		
11	Ability to work as part of a team	E		
12	Excellent organisation skills	E		
	Other	**Essential**	**Desirable**	**Assessment**
13	Willingness to work flexibly and at other sites when required	E		
14	Ability and willingness to undertake further training as necessary	E		