

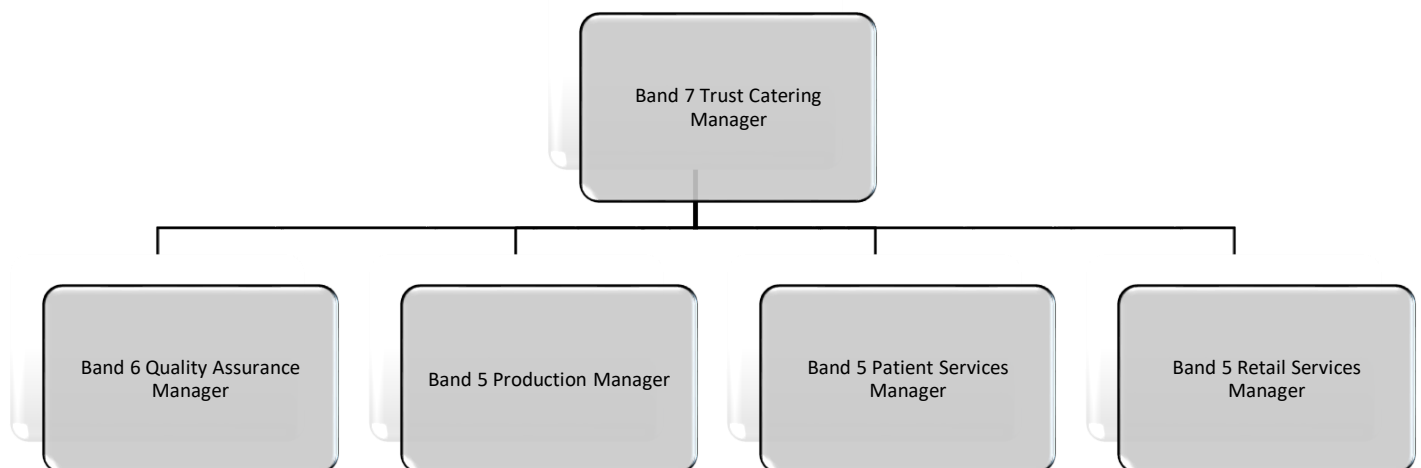
LANCASHIRE TEACHING HOSPITAL NHS TRUST WORKFORCE DIRECTORATE

JOB DESCRIPTION

JOB TITLE:	Retail Manager
DIRECTORATE:	Facilities
REPORTS TO:	Trust Catering Manager
ACCOUNTABLE TO:	Assistant Director of Facilities
KEY RELATIONSHIPS:	Quality Assurance Manager, Production Catering Manager, HR Leads, Health & Wellbeing Leads, Volunteer Manager, Charities Leads, Matrons & Divisional Leads, Communications
DIRECT REPORTS:	Catering Assistant Manager
HOURS:	37.5 hours per week
LOCATION:	Cross sited between Royal Preston Hospital, Chorley Hospital, Preston Business Centre and Community Healthcare Hub.
BAND:	5

NB: The Post holder may be required to work in other departments across the Trust inc across Trust sites.

Catering Structure



DBS (Criminal Record) Check Level required for role:

Please indicate the level of DBS Check required in this role	Standard	Enhanced without Barred List Checks	Enhanced with Child only Barred List Check	Enhanced with Adult only Barred List Check	Enhanced with Child and Adult Barred List Checks
	X				

KSF Core Dimension Levels for Role

Communication	Personal & People development	Health, Safety & Security	Service Improvement	Quality	Equality & Diversity
3	3	2	2	2	2

Role Summary

To support the Trust Catering Manager in the day to day efficient running of the department by providing strong leadership and direction to the team, monitoring and maintaining standards to ensure the safe and compliant delivery of the service for patients, staff and visitors to the organisation.

To line manage the Retail Catering Team, Supporting the Supervisors in their daily activities along with ensuring all staff are provided with training and development support to which meets the legislative requirements and departmental needs.

To assist with developing the Trusts retail offering in line with market trends and legislative requirements.

To be responsible for the promotion of the internal and external Commercial provision within the organisation, co-ordinating directly with customers / partners.

To proactively review the retail offering in all Trust outlets, providing continuous improvement in relation to the food offer including Click and Collect, as well as driving increased income.

The post holder will lead on all catering event planning, and will develop, maintain, and promote an events calendar in conjunction with the trust's communications, health and wellbeing team and charity team.

The post holder will seek to enhance the staff experience in relation to access to food in outlets and vending.

The postholder will work collaboratively with our Integrate Care Board colleagues to standardise and streamline our catering offer across the region.

Key Duties and Responsibilities:

The duties and responsibilities listed below should be undertaken in accordance with the levels of competence as defined in the KSF outline for this post. In addition, all staff are expected to act in accordance with the values and behaviours of the Trust

Leadership Framework Profile for Role

Inspiring Others	Responsibility for the Team	Leading from the Front	Conscious Leadership	Delivering the Service
3	3	3	2	3

(Level of capability required: 0 – Not Required, 1 – Developing, 2 – Capable, 3 – Strong, 4 – Outstanding)

Leadership Behaviour Clusters Overview

INSPIRING OTHERS - Motivates staff by involving them in the planning process, utilising their strengths, providing support and delegating to empower others. Role modelling desired behaviours by showing passion, communicating the Trust vision with pride and behaving consistently with the Trust Values.

RESPONSIBILITY FOR THE TEAM - Provides direction, feedback and understands the challenges faced by the team. Willing to pitch in and work as part of the team when necessary. Tackles conflict proactively and constructively. Demonstrates honest and trust.

LEADING FROM THE FRONT - Able to take charge when necessary, overcoming challenges caused by conflicting priorities, lack of resources, difficult or demanding situations in the internal and external environment. Displays determination and resilience to raise performance levels. Learns from mistakes and develops creative and innovative solutions.

CONSCIOUS LEADERSHIP - Self-awareness of who they are, what they stand for, what others need from them and their impact on others. Considers different perspectives, follows up on promises and works in line with the Values. Reflects on performance using information to identify what needs to be done differently.

DELIVERING THE SERVICE - Focuses on quality and service provided. Continually tries to identify the most effective way of making the service responsive to meet changing demands. Articulates the vision with clarity, keeping focus on improving services and inspiring others to be positively involved. Manages short and long-term priorities, balancing the big picture with detail to ensure the highest standards are achieved.

Our Values



Being Caring and Compassionate

Being caring and compassionate is at the heart of everything we do, it is about understanding what each person needs and striving to make a positive difference in whatever way we can.



Recognising Individuality

Appreciating differences, making staff and patients feel respected and valued.



Seeking to Involve

Actively gets involved and encourages others to contribute and share their ideas, information, knowledge and skills in order to provide a joined up service.








Building Team Spirit

Working together as one team with shared goals doing what it takes to provide the best possible service.



Taking Personal Responsibility

Individuals are accountable for achieving improvements to obtain the highest standards of care in the most professional way, resulting in a service we can all be proud of.

ROLE DUTIES	MEASURABLE OUTCOMES					
Effectively support the management team in the day to day running of the department, including leading and managing the team, Food Hygiene and Health and Safety compliance. Deputise for the Trust Catering Manager in their absence and as appropriate and provide cover when required.	<ul style="list-style-type: none"> Maintain 5-star food hygiene rating across all retail outlets. Chair regular meetings with the retail team to plan/organise and progress workloads to meet service provision. Organise resource requirements to meet workforce demands, e.g. staff rotas, skill mix, etc. Assist in the effective deployment of labour, coordinating the management of the rotas and annual leave within the catering retail service areas. Deliver training and awareness sessions in relation to specific aspects of Catering Services such as portion control, food hygiene and cash control. 	X	X	X	X	X

Excellent care with compassion

	<ul style="list-style-type: none"> • Supervises, provides direction and guidance to staff. • Delegate and supervise duties carried out by staff, ensuring work is realistic, achievable and considers abilities and development needs. • Provide advice, support and constructive feedback as required and to engage and empower colleagues, maintain service level performance, and drive improvements in the service. • Ensure agreed performance standards and service levels are maintained; providing constructive challenge and support when required. • Ensuring adherence to uniform standards and PPE. 					
Manage all HR Processes within own team.	<ul style="list-style-type: none"> • Responsible for the management of performance issues including attendance, conduct and capability in accordance with the organisation's policies in relation to these issues. • Responsible for the monitoring and management of sickness and absence, liaising with HR as appropriate. • Provide solutions for long-term sickness cover liaising with appropriate supervisors. • To assist with the completion of investigations within the department for incidents reported following the Trust's Incident procedure. • Amend & provide date & updates for monthly HR Meetings. 	X	X	X	X	
Take the lead with the recruitment and selection processes within the department, liaising with the Quality Assurance Manager regarding induction and initial training.	<ul style="list-style-type: none"> • Liaise with workforce colleagues to develop a variety of initiatives to encourage recruitment within Catering Services. • Manage the recruitment process for all staff within the retail service. • Liaise with the Trust Catering Manager and workforce, where appropriate, to ensure staffing levels are maintained as per establishment. 		X		X	X
Act as a role model, presenting a positive image of self, team and organisation	<ul style="list-style-type: none"> • Organise and prioritise and adjust own workload in a manner that maintains and promotes quality. • Act in accordance with current legislation, policies, procedures, and good practice 				X	X

Excellent care with compassion

	<ul style="list-style-type: none"> Take account of own behaviour and its impact or effect on others. 					
Communicate all relevant information within the team and wider organisation as required.	<ul style="list-style-type: none"> Communicate effectively with customers and key stakeholders regarding retail service issues. Provide and receive complex information and disseminate appropriately to staff to ensure the effective performance of their roles. Communicate service developments and new ways of working to individuals and groups. Chair and support monthly meetings with supervisors to discuss relevant issues, receive progress reports on outstanding issues such as maintenance, complaints, and changes in service 	X	X	X	X	X
Promote equality, recognising, respecting, and meeting the needs of individuals	<ul style="list-style-type: none"> Provide and receive complex and sensitive information that requires tact, persuasion, and negotiation in implementation. Anticipate barriers to communication and actively support methods to improve working practices. Carry out staff appraisals producing Personal Development Plans up to and including supervisory. Promote equality in practice by recognising, respecting, and meeting the needs and choices of individuals. Take action to address behaviour that undermines equality and diversity. Participate in and support work to develop and promote an effective team culture 	X	X	X	X	X
Ensure the environment is maintained to a level that promoted good food hygiene practices and compliance.	<ul style="list-style-type: none"> Support the Quality Assurance Manager to ensure full compliance with statutory legislation and to retain 5-star EHO award in retail outlets. 	X			X	X
As part of the management team assist with the organisation of Catering in relation to the trusts retail offering. This will include organising staffing, ordering food, transportation and communication between kitchen and retail staff to ensure an efficient, effective service	<ul style="list-style-type: none"> To assist with developing and improving the Trusts retail offer in line with market trends and legislative requirements. To be responsible for the promotion of the internal and external retail provision within the Trust, co-ordinating directly with customers and key stakeholders. 		X		X	X

	<ul style="list-style-type: none"> • To proactively review the retail offer in all Trust outlets, providing continuous improvement in relation to offers including Click and Collect, introduction of new product lines, Best Value and income generation. • The post holder will lead on all catering event planning, and will develop, maintain, and promote an events calendar in conjunction with the Trust's Communications, Health and Wellbeing team and Charities team. • Work in partnership with the Food Production Manager to review standard recipes and nutritional information for the development of retail menus. • Carry out, in conjunction with supervisors, waste reviews of retail menus. • Prepare reports using standard documentation to show the extent of retail food waste. • Identifying the action required to reduce retail food wastage and the subsequent effect on wasted resources of labour and energy. • To ensure full Commissioning for Quality and Innovation compliance in all retail outlets. 					
Maintain and develop own professional competence and seek to extend the scope of personal knowledge and skill within the scope of the role.	<ul style="list-style-type: none"> • Attend all mandatory and ad-hoc training as required to maintain knowledgeable on current legislation and policies. • To attend workshops and events in order continue personal development and develop and enhance the retail service offer. • To be an active member of the Hospital Caterers association. 					X
Respond to customer complaints and comments by thorough investigation, timely responses and initiating any actions to improve the service as stated in the departments' customer complaints handling procedure	<ul style="list-style-type: none"> • Keep records of complaints and compliments received and periodically forwarding to the Trust's Customer Care Department. • Develop and manage systems to ensure levels of customer satisfaction are recorded. These results will be obtained by a variety of methods, verbal or written communications, comment cards or questionnaires will be used to ensure the widest range of information is obtained. 	X	X	X		X

As part of the management team assist with the development and implementation of departmental policies, procedures and standards in relation to Catering Services with particular responsibility for cash handling.	<ul style="list-style-type: none"> • Formulation of cash handling process and procedures. • Conduct timely audit of policies as requested by Trust Catering manager. 			X	X	X
Support the Quality Assurance Manager with the development and delivery of ad hoc training programmes, in order that the efficiency of the business can be maximised and the potential of all employees can be fulfilled.	<ul style="list-style-type: none"> • Organise with the Quality Assurance Manager, basic food Hygiene courses for new starters within three months of their commencement. • Coordinate the delivery of the local induction programme to ensure new employees are given a comprehensive introduction to the department. This may include employees from a variety of cultural backgrounds where assistance may be required. • Act as an assessor, coach and mentor to staff supporting their development. • Co-ordinate with the Quality Assurance Manager ad hoc training in food service-related issues. 			X	X	
<p>Manage the assets and resources of all retail outlets ensuring that adequate and appropriate security measures are in place to protect the Trust's assets.</p> <p>Proactively work with Lancashire Teaching Hospitals Charity, Faith, Health & Wellbeing, and other leads to promote their schemes to improve the experience for our Staff, Patients & Visitors</p>	<ul style="list-style-type: none"> • Ensure the effective management of risks within the Trust Catering retail outlets, with reference to health and safety legislation. • Identify and assess the potential risks involved in work activities and processes for self and others. • Co-ordinate with other managers to ensure that statutory regulations, standards, local policies, and rules are adhered to. • Report mechanical and structural defects and make out requisitions for their repair to the Estates Department. 					X
Co-ordinate in conjunction with the Trust's procurement department the vending machine service provided at Royal Preston Hospital including soft drinks, confectionary and hot snacks in order to maximise income to the Trust.	<ul style="list-style-type: none"> • Support the tendering process for the supply of various products and services in conjunction with the procurement Department complying with the Trust's Standing Financial Instructions. 			X	X	
Assist with the management, control, monitoring and reviewing of the procurement process relating to Catering Services ensuring standards, quality,	<ul style="list-style-type: none"> • Raise requisitions for small equipment, seeking value for money in all purchases of both food and non-food following procedures in place set by the Trust. 			X	X	

cost effectiveness, stock control and public sector procurement practices are met.	<ul style="list-style-type: none"> • Be aware of current and new initiatives, i.e., work around sustainability and 'best value' and liaise with the Procurement Team. • Negotiate service developments with user organisations to ensure cost effective solutions are provided in line with the user's expectations. 					
Financial management	<ul style="list-style-type: none"> • Oversee a delegated retail budget including cost analysis. • Develop, manage, monitor, and review internal financial control systems to ensure that the delegated catering budgets for retail are efficiently managed and the budget and expenditure are in balance. • Assist in monitoring revenue and expenditure ensuring the service provided continues to meet customer requirements. • Informing supervisors of any price increase/decrease for public restaurant areas providing the relevant information for them to implement. Ensuring that price increases are implemented correctly and to correct timescales. • To manage the production of all price lists to be displayed within the food service areas. • To manage rotas and finalise payroll using systems such as health roster. 				X	X

Occupational hazards or exposures relevant to this job (please tick)			
Physical			
Patient moving & handling	<input type="checkbox"/>	Regular DSE work	x
Regular equipment / material moving & handling > 10kg	<input type="checkbox"/>	Climbing ladders and / or working at height	<input type="checkbox"/>
Noise (LEP,d > 80)	<input type="checkbox"/>	Hand Arm Vibration	<input type="checkbox"/>
Hot or cold conditions	x	Exposure to Ionising Radiations	<input type="checkbox"/>
Entry into confined spaces	<input type="checkbox"/>	Other potential ergonomic problems	<input type="checkbox"/>
Driving on Trust business	<input type="checkbox"/>	Vocational driving (C1,D1, LGV, PCV)	<input type="checkbox"/>
Chemical			
Exposure to known respiratory irritants or sensitisers	<input type="checkbox"/>	Exposure to known skin irritants or sensitisers (including latex)	<input type="checkbox"/>
Exposure to asbestos (non-licenced work)	<input type="checkbox"/>	Exposure to any other chemicals	<input type="checkbox"/>
Biological			
Exposure-prone procedures	<input type="checkbox"/>	Laboratory exposure to pathogens	<input type="checkbox"/>
Other			
Night work	<input type="checkbox"/>	On-call duties/ lone working	<input type="checkbox"/>

Governance

The post holder will operate at all times to high standards of probity. This will include compliance with:

- Health and safety regulations
- All policies and procedures approved by the Trust
- Trust Standing Financial Instructions
- Working within the Data Protection act 1984, Health & Safety at work Act 1974, Maintain confidentiality at all times, as required by legislation and Trust Policy
- Working to defined policies and procedures, actively implementing the development of the electronic solution
- Work within the limitations of the role
- Professional codes of conduct including the NHS Managers Code of Conduct (where these apply)
- All policies and procedures related to infection prevention and control as relevant to their post
- To raise any concerns as soon as possible, as per whistle blowing policy, relating to any:-
 - Healthcare matters, e.g. suspected negligence, mistreatment or abuse of patients; the quality of care provided
 - Concerns about the professional or clinical practice or competence of staff
 - The treatment of other staff, including suspected harassment, discrimination or victimisation
 - Health, safety and environment issues
 - Suspicion or knowledge of theft, fraud, corruption, bribery allegations or other financial malpractice
 - Employment standards and/or working practices
 - Criminal offences or miscarriages of justice
 - Failure to comply with any other legal obligation
 - Deliberate concealment of any of the above

Information Governance

- To be fully aware of and committed to all Policies, Procedures and Initiatives relating to Information Governance - this will include, but not limited to, Data Quality improvements, Confidentiality and Information Security
- To take personal responsibility for safeguarding and ensuring the quality of information.

Behaviour

The post holder will be expected to:

- Support the aims and vision of the Trust

- Act with honesty and integrity at all times
- Be a positive ambassador for the Trust
- Demonstrate high standards of personal conduct
- set an example and encourage openness and honesty (particularly in reporting incidents and near misses) and will actively foster a culture of learning and improvement
- Value and respect colleagues, other members of staff and patients
- Work with others to develop and improve our services
- Uphold the Trust's commitment to equality and diversity
- Take personal responsibility for their words, deed and actions and the quality of the service they deliver

Job Review

This job description will be reviewed periodically to take into account changes and developments in service requirements. Any changes will be discussed fully with the post holder.

Signature of Post Holder:

Date:

Signature of Manager:

Date:

LANCASHIRE TEACHING HOSPITAL NHS FOUNDATION TRUST

PERSON SPECIFICATION

POST: Retail Manager

Band: 5

DIRECTORATE / DIVISION: Estates and Facilities

ATTRIBUTE	ESSENTIAL	DESIRABLE	HOW ASSESSED
Qualifications & Education	<ul style="list-style-type: none"> NVQ Level 3 in Hospitality Leadership and Supervision or equivalent experience managing in a retail outlet. Advanced Food Hygiene Certificate Level 2 Certificate in Hazard Analysis Critical Control Points Level 2 Certificate in Allergen Awareness 	<ul style="list-style-type: none"> Member of HCA. Training qualification. Food service / cookery qualification. IOSH Manual Handling Trained Health & Safety Certificate Level 4 Food Safety 	<ul style="list-style-type: none"> Application form Original Certificates
Knowledge & Experience	<ul style="list-style-type: none"> Experience of delivering workplace training Experience of managing large teams. Knowledge and experience of marketing and promoting retail offerings. Experience of advertising/marketing and development of strategies to improve sales. 	<ul style="list-style-type: none"> Experience of working within a large-scale NHS catering operation. Knowledge of Commissioning for Quality & Innovation framework Experience of managing NHS budgets 	<ul style="list-style-type: none"> Application form Interview Assessment
Skills & Abilities	<ul style="list-style-type: none"> Ability to organise a range of operations simultaneously. Be able to communicate effectively both verbal and written. Work within financial constraints. Demonstrate the ability to work to tight time scales. Organisational/Time Management skills. 		<ul style="list-style-type: none"> Application form Interview Assessment

Values & Behaviours	<ul style="list-style-type: none"> • Being Caring and Compassionate • Self-Motivated and able to motivate others. • Ability to work flexibly dependent on the needs of the service. • Must be prepared to work across sites. 		<ul style="list-style-type: none"> • Application form • Interview • Assessment