



## **Job Description:**

### **Job Details:**

<b>Job Title:</b>	Deputy Catering Manager
<b>Department:</b>	Catering Department.
<b>Division:</b>	Estates and Facilities.
<b>Base:</b>	Catering Department, The Christie NHS Foundation Trust

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### **Organisational Arrangements.**

<b>Accountable to:</b>	1. Senior Catering Manager
<b>Other Accountabilities:</b>	1. Technical Manager for Soft Facilities.
<b>Responsible for:</b>	<ul style="list-style-type: none"><li>1. Executive Head Chef</li><li>2. Deputy Head Chefs x 2</li><li>3. Front of House Manager</li><li>4. Chefs</li><li>5. Front of House Service Team</li><li>6. Stores Person / Supervisors</li><li>7. Catering Assistants</li></ul>

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### **Job Purpose.**

The post holder supports and acts as a deputy for the Senior Catering Manager in managing the catering department. The post holder is responsible for overseeing the entire catering operation within the Christie NHS Trust, providing technical guidance for developing food production and retail services at both the main Withington site and the off-site nursery, ensuring strict adherence to relevant food safety legislation, codes of practice, and organisational policy. Additionally, the post holder will develop comprehensive catering and food-related policies and ensure their effective implementation, ensuring any changes or updates to legislation are promptly communicated to all stakeholders. The post holder will optimise existing resources to stay within the allocated catering service budgets and will evaluate future.

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## **DUTIES AND RESPONSIBILITIES**

### **Communication & Relationship Skills.**

1. To maintain good managerial communications within the department and with colleagues across the Trust.
2. To liaise with ward and departmental staff in order to provide the Catering dietary and service requirements.
3. To carry out Personal Development Plan reviews and regular staff appraisals.
4. To provide regular in house refresher hygiene sessions to Catering staff.

### **Knowledge Training and Experience**

1. To carry out menu planning with full knowledge of standard recipes and food production in large scale catering.
2. To be fully experienced in institutional Catering and the needs of patients.

### **Analytical & Judgemental Skills**

1. To work up staff rosters for the 4 individual sub sections of the Catering Department, plus the Gift Shop staff.
2. To have the ability to priorities workloads and change menus at short notice if staffing levels reduce or deliveries fail to arrive.
3. Ensure that the set levels for staff holidays are adhered to and manage the absences.

### **Planning & Organisational Skills**

1. To produce standing orders for deliveries and use the onsite electronic purchase ordering system to place orders and receive goods.
2. To work within the negotiated Supply Chain contracts.
3. To keep the food wastage percentages to a minimum and carry out regular waste surveys at ward level in order to identify areas where actions can be taken to reduce waste.
4. To produce reports from the figures and work with ward staff to achieve reductions.

### **Physical Skills**

1. Must be able to work on the shop floor as part of the team where necessary to manoeuvre the ward food trolleys and use all the large-scale equipment in the department.

2. Must be fully IT literate and be able to use e-mail, produce spreadsheets and reports electronically.
3. Must be able to perform administrative procedures effectively and to process staff pay using the electronic E.S.R System.

#### **Responsibility for Patient/Client Care**

1. To carry out regular ward visits to record food temperatures and respond to general enquiries regarding patient satisfaction.
2. To visit individual patients on request to discuss complaints or specific requirements.
3. To address any complaints from staff or visitors regarding the Catering Service and take action as necessary.

#### **Responsibility for Policy/Service Department**

1. To promote the Catering Department for events and out of hours catering.
2. To develop ideas for income generation within the retail outlets and look at the effects that this may have on other departments.

#### **Responsibility for Financial & Physical Resources**

1. To work within the Catering budget and balance expenditure and income generated.

#### **Responsibility for Human Resources**

1. Day to day management of the Catering team.
2. To carry out return to work interviews and implementation of the sickness absence procedure.
3. To participate in the recruitment and selection of staff and to manage the induction process for all new staff.

#### **Responsibility for Information Resources**

1. To maintain Catering records for overtime, sickness, and incident reporting.
2. To carry out Manual Handling and Risk Assessments for all tasks in the department and to maintain up to date records.
3. To ensure that all COSHH, Allergen and Health and Safety regulations are adhered to and records maintained.

#### **Responsibility for Research & Development**

1. To undertake Catering Audits and Customer Satisfaction surveys at ward level and also for the retail outlets.
2. To ensure that as a result of the surveys action plans are drawn up and implemented to improve services provide.

### **Freedom to Act**

1. To work within the Catering Management policies including the H.A.C.C.P department procedure, Trust Health and Safety, Manual Handling, Sickness Absence and Respect at Work policy

### **Physical Effort**

1. To participate in the manual service provision of the department as necessary. This may include the preparation and cooking and service of food, delivery of trolleys to wards and departments as required.

### **Mental Effort**

1. To be responsive to all requests. This entails constant interruption and the need to prioritise your workload in order to facilitate a smooth meal service to all customers.
2. Must have the ability to concentrate on the provision of the Catering Function but cope with regular problems and other issues that need immediate attention.

### **Emotional Effort**

1. To be able to listen and address complaints as they arise. To mediate with staff and help with their personal concerns.
2. To talk to customers, whether patients, staff or visitors who may be upset or angry and make informed decisions as to how to solve their dissatisfaction immediately, and also for long term solutions.

### **Working Conditions**

1. Must be able to work within the kitchen environment, which is noisy, hot, and humid in order to provide the Catering Service.
2. Must be able to work as part of the team often within limited spaces in order to get the job done.
3. This post is to assist the Senior Catering Manager across the full range of their duties and to deputise for them in their absence. Close working is required to provide managerial cover across the Catering Division.

N.B. The majority of the post's tasks are non-routine. This job description is not exhaustive. It may be necessary to carry out any other duties in order to provide an effective Catering Services. This could involve working within another area but would only be done after discussion with the employee.

**PERSON SPECIFICATION**

**JOB TITLE:** Deputy Catering Manager  
**BAND :** 5

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications</b>	<ol style="list-style-type: none"><li>1. City &amp; Guilds 7061/2 or NVQ L4 in Food Production</li><li>2. HCIMA Membership or Degree or HND in:<ul style="list-style-type: none"><li>• Hospitality management.</li><li>• Hotel and catering management.</li></ul></li><li>3. Advanced Food Hygiene.</li><li>4. L4 HACCP.</li><li>5. Allergen Awareness.</li><li>6. Knowledge of therapeutic diets acquired through training and experience. (IDDSI).</li><li>7. Understanding of NHS Food and Drink Strategy 2022.</li><li>8. Health and Safety</li></ol>	Catering & Institutional Management Qualifications	Certificate  Application Form
<b>Experience</b>	Institutional Catering. Training Staff	NHS Catering	Application Form
<b>Skills</b>	IT. Data Input Man Management Skills. Communication & Team Building Skills	Ability to work as an individual or in a team. To communicate effectively in spoken and written form	Interview
<b>Knowledge</b>	Statutory Requirements Hygiene HACCP C.O.S.H.H Manual Handling Risk Assessment Allergen Awareness		Interview
<b>Other</b>	In the eventuality be prepared to work some evening/weekends		Interview

<b>General</b>	Flexibility. Excellent management skills.		References
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## **GENERAL STATEMENTS:**

### **RISK MANAGEMENT**

1. It is a standard element of the role and responsibility of all staff of the Trust that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

### **RECORDS MANAGEMENT/DATA PROTECTION ACT**

1. As an employee of the Trust, you have a legal responsibility for all records (including patient health, financial, personal, and administrative) that you gather or use as part of your work within the trust. The records may be paper, electronic, microfiche, audio or videotapes, x-ray images. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

### **HEALTH AND SAFETY REQUIREMENTS**

1. All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety, and welfare of those affected by the Trust undertakings.

### **CONFIDENTIALITY AND INFORMATION SECURITY**

1. As a Trust employee you are required to uphold the confidentiality of all records held by the trust, whether patient records or trust information. This duty lasts indefinitely and will continue after you leave the trust employment.
2. All Information which identifies individuals in whatever form (paper/pictures, electronic data/images, or voice) is covered by the 1998 Data Protection Act and should be managed in accordance with this legislation.

### **TRUST POLICIES**

1. The Trust operates a range of policies, e.g., Human Resources, Clinical Practice (available on the Trust intranet). All Trust employees must observe and adhere to the provisions outlined in these policies.

### **EQUALITY, DIVERSITY, AND INCLUSION**

1. The Christie NHS Foundation Trust is Committed to advancing equality, diversity, and inclusion for all our patients, other service users and staff. We want to ensure that everyone who works at the Christie or uses our services is welcomed, valued, and treated with dignity and respect.

It is your responsibility to understand and work in line with the Trust's equality, diversity, inclusion, and human rights policies. You should value others and treat everyone you come in to contact with at work with fairness, dignity and respect at all times and uphold their human and other rights.

## **INFECTION CONTROL**

1. Healthcare workers have an overriding duty of care to patients and are expected to comply fully with the best practice standards. You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, use of personal protective equipment and safe disposal of sharps. Knowledge, skills, and behaviour in the workplace should reflect this; at annual appraisal you will be asked about application of practice measures known to be effective in reducing HCAI.

Date Updated: March 2024

Prepared by : Richard Timperley

Agreed by: \_\_\_\_\_

Employee's Name: \_\_\_\_\_

Employee's Signature; \_\_\_\_\_

Date: \_\_\_\_\_

Manager's Name: \_\_\_\_\_

Manager's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Date: Reviewed: \_\_\_\_\_