

**Maidstone and Tunbridge Wells NHS Trust
Job Description**

Job title:	Deputy Catering Manager
Band:	5
Directorate:	Facilities Management
Site:	Maidstone Hospital and Tunbridge Wells Hospital
Hours:	37.5 hours per week
Reports to:	Catering Manager
Accountable to:	Head of Facilities

Job summary:

The post holder will develop and manage the delivery of an excellent catering service. To be responsible for all staff undertaking any and all activities within catering services, ensuring all staff are motivated, trained and equipped to complete their specific job tasks.

The Deputy Catering Manager will order, prepare, cook, serve and deliver a range of fresh, chilled or frozen quality meals for all of our patients, staff and hospitality service to the highest standards in line with the department quality control guidelines and food and hygiene standards (EHO visits). The post holder will have a good knowledge of special and therapeutic diets as well as religious, ethnic, allergens and other dietary needs.

The Deputy Catering Manager will, together with the Catering Manager support in planning and costing of menus and ordering supplies, provide technical advice, guidance, recruitment and training to all catering staff, assist with and respond to patient queries, and minimise any that may lead to complaints and escalate as appropriate.

The post holder will strictly adhere to all legislation and local, policies and protocols relevant to their area of work.

Working relationships:

The post will be required to liaise with all facilities staff exchange information with a range of internal and external visitors, including Associate Director of Facilities, Head of Facilities and Assistant Facilities Manager, Catering Manager, facilities staff and ward managers as well as patients.

Budget responsibilities:

The post holder will be required to assist the Catering Manager with the management and control of all budgets within their area of responsibility including pay, non-pay and income. To ensure Trust financial procedures are followed.

Job Purpose

The Deputy Catering Manager is responsible for the management, coordination and the smooth day to day running of Catering facilities services, within the following key areas:

- To produce/order all meals and dishes for patients & staff within the hospital including special and ethnic diets.
- To provide and receive menu related information (including any menu changes), communicate dietary information to colleagues, patients or cafe customers as necessary.
- To order and prepare and serve all manner of foods as detailed by way of menu's and to comply with instruction on portion control, presentation and recording of information pertaining to the service as may be required by Trust Policy
- To order/prepare/cook for patient meal service and service in the Café including regular theme days. To cook and prepare any special diets that may be required for patients.
- To ensure safe and adequate staffing levels are maintained by managing rosters/ annual leave and the health roster payroll system.
- To train Catering staff, chiller staff and Food Services Assistants cross site. To provide technical advice and guideline to new starters. Also demonstrate own duties to less experienced staff and providing day to day supervision. Direct line management of staff and contracts associated with these services
- To provide general non-clinical catering advice to patients or staff.
- To project a friendly and professional attitude to all customers using the services and to demonstrate product and facility knowledge when enquiries are made.
- To ensure safe use of equipment by self and other catering staff and report any faults and keep documented audit trail.
- To maintain a clean and safe working environment at all times implementing a policy of 'clean as you go'.

- To maintain the highest standards of personal hygiene, hygiene, cleanliness and maintenance within the facility as detailed within the Policies and procedures document.
- Directly manage Catering staff on all sites, on day to day basis, dealing with sickness, investigating HR issues in accordance with Trust policy.
- Support the catering manager on projects, collation of information and generate regular reports on behalf and for the Head of Facilities in relation to these services.
- Support the catering manager to provide cross-cover of Catering Facilities functions deputise for the catering manager as and when required.
- Effectively co-ordinate, manage and work strategically to deliver the functions of the Catering facilities department including developing and managing resources to support providing a reliable customer orientated service.
- Plan, implement and adjust rotas which ensure that sufficient trained staff are allocated to the Catering function to ensure that all food production and service can be/is delivered in a safe manner at all times
- Support the catering manager in any Business Planning process for Catering Services on the purchase of additional and replacement equipment.
- Routinely undertake quality audits of services provided in respect of customer satisfaction, food waste, and food hygiene.

Accountability

- Manages own workload, allocates workload to team ensuring delivery of all Facilities services within their remit in line with the relevant standards. Decision maker for operational issues within their area, work with the catering manager to ensure changing service demands are met in a timely manner and to the satisfaction of the users.
- Act as first line management for any catering HR issues

Communication and relationships

- Maintain high level of communication within the catering team and other departments within the trust.
- To comply with Trust policy on confidentiality and data protection
- Undertake surveys or audits necessary to the role
- Co-operating with other members of the Catering Team to maintain and improve the present high standard of food service, for patients and staff.

Planning and Organisational

- To organise own daily work plan prioritising cooking methods, times and procedures to meet required timescales for service. Also, to reorganise menus at short notice.

- To ensure safe use of equipment by self and other catering staff and lift any kitchen equipment and food stuff as necessary. Report any faults and keep documented audit trail.

Responsibility for policy/service development

- To ensure all HACCP documents are completed and kept for any EHO visits. Undertake and complete staff survey, temperature records, timesheets and other records. Compliance with local catering policies and protocols to maintain and improve operational standards.
- Be familiar with appropriate Hygiene, Health and Safety Policies and Procedures.
- Co-operate with the Trust in maintaining suitable standards of Hygiene, Health and Safety including adhering to all Trust Policies and Procedures, always work in compliance with rules and working practices.
- Report & investigate all unsafe situations, incidents and accidents.

Management Responsibility

- To deputise for the Catering Manager as required ensuring a safe and efficient catering service in the absence of management.
- To instruct, by on job training, encouragement and example, all junior staff working in the catering department.
- Support the catering team by providing supervision to other elements of the catering department as required
- Participate in training as appropriate and put your skills and knowledge into practice.
- Review, update and implement in house and external documents for the delegated Catering Services.

Physical Effort

- Frequent requirement to stand for prolonged periods of time.
- Frequent use of their hands to handle, control, or feel objects, tools, or controls.
- Regular require to repeat the same movements, bend or twist their body.
- Requirement to use PC for training, audit, ordering and recruiting purposes.

Mental and emotional effort

- To undertake tasks requiring frequent concentration such as cooking and using catering equipment.
- Some exposure to dealing with complaints.
- The post-holder may occasionally be exposed to distressing or emotional circumstances (e.g. resolving complaints and frustration from colleagues, staff as well as 3rd parties external to the Trust).
- The management of conflicting priorities.

Responsibility for R&D

- Participates in audits and surveys of own and section work activities and implement action plan as necessary

Working conditions

- Frequent exposure to working in a hot, chilled, humid or noisy kitchen and unpleasant conditions.
- Some exposure to dealing with complaints and circumstances of distress.
- Some requirement to deal with unpredictable changes i.e. menu changes.
- Requirement to work shift patterns of early and late shifts

Job description agreement:

Signature of post holder: _____ Date: _____

Name: _____

Signature of manager: _____ Date: _____

Name: _____

Statement:

1. This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.
2. Time scales for achievement and standards of performance relating to the duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.
3. As an employee of Maidstone and Tunbridge Wells NHS Trust, the post holder will have access to confidential information. Under no circumstances should this be disclosed to an unauthorised person within or outside the Trust. The post holder must ensure compliance with the requirements of the Data Protection Act.
4. As an employee of the Trust, the post holder will be required to adhere to all Trust policies including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.
5. The post holder is required to take reasonable care for the health and safety of themselves and others that may be affected by what they do while at work.
6. This post may require the post holder to travel across the Trust sites in the course of fulfilment of their duties.
7. The Maidstone and Tunbridge Wells NHS Trust has a no smoking policy
8. Clinical Governance: You will be expected to take part in the processes for monitoring and improving the quality of care provided to patients. This includes risk management and clinical audit. If you engage in clinical research you must follow Trust protocols and ensure that the research has had ethical approval. You will be expected to ensure that patients receive the information they need and are treated with dignity and respect for their privacy.
9. All staff should be aware of their responsibilities and role in relation to the Trust's Major Incident Plan.
10. **INFECTION CONTROL AND HAND HYGIENE** - All Trust employees are required to be familiar with, and comply with, Trust policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with Trust clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps. All staff are required to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections.
11. All staff are required to fully participate in learning and development opportunities and ensure they remain compliant with statutory and mandatory training requirements throughout their employment with the Trust
12. All staff are required to fully comply with the NHS Code of Conduct.

- 13. SAFEGUARDING CHILDREN** - Everyone employed by the Trust regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the child protection procedures and the Trust's supplementary child protection guidance which is accessed electronically on the Trust's Intranet site. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend child protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's child protection training guidance.
- 14. SAFEGUARDING ADULTS** - Everyone employed by the Trust regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services, it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance.
- 15.** All staff are required to provide the highest levels of service in their work and to adopt the highest standards of behaviour as stated and implied in the Trust Values of PRIDE.

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Deputy Catering Manager
Person specification

AREA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • NVQ Level 3 in Food Hygiene or equivalent. • Good general education • Basic Health and Safety • Food Production Qualifications, City and Guilds 706 1/2 / NVQ Level 3 	<ul style="list-style-type: none"> • NVQ Level 3 Supervision. Group Training Techniques Certificate
Experience/ Knowledge	<ul style="list-style-type: none"> • Relevant experience of working in a similar food preparation environment • Experience of preparing, altering and costings menus. • Experience of working within a team environment • Ability to manage a diverse environment focussing on patient/ customer service • Knowledge of Hazard Analysis of Critical Control Point (HACCP) documentation for temperatures of food, fridge freezer, cleaning processes in the kitchen • Previous experience in dealing with the public. • Awareness of confidentiality in an NHS environment • Awareness of the standards of hygiene and cleanliness within a healthcare setting 	<ul style="list-style-type: none"> • Previous supervisory experience in leading a team. • Previous experience of training chefs • Previous NHS experience. • Understanding of products and ingredients • Dealing with customer queries/ feedback

Skills	<ul style="list-style-type: none"> • Good knife skills. • Good organisational and time management skills • Decision making skills • Good understanding of all food hygiene, health and safety and COSHH • Ability to prioritise and organise kitchen work. • Ability to work under pressure in order to meet deadlines. • Demonstrates positive and proactive approach to customer care and service improvement • Takes personal responsibility to deliver own work to a high standard Takes a positive and proactive approach to learning and self-development. 	<ul style="list-style-type: none"> • Stock management and ordering skills • Experience of supervising staff
Attributes	<ul style="list-style-type: none"> • Ability to work under pressure and meet tight deadlines. • Ability to use own initiative. • Good customer care skills • Flexible approach to working hours / shift patterns • Demonstrates an ability to challenge when required • Self-motivating 	
Additional requirements	<ul style="list-style-type: none"> • Ability to work across sites • Ability to work shift patterns • May be occasion to support the service Trust wide.. 	

Maidstone and Tunbridge Wells NHS Trust
Deputy Catering Manager
Organisational chart

