

JOB DESCRIPTION UPDATED JANUARY 2019

AFC Ref: A0015a

JOB TITLE:	Catering Team Leader
GROUP:	Corporate - Facilities
GRADE:	Band 3
RESPONSIBLE TO:	Line Manager
ACCOUNTABLE TO:	Departmental Manager

JOB SUMMARY:

To be responsible for the supervision of staff employed to carry out a wide range of duties to meet the needs and expectations of all patient and customer groups, providing a high quality, efficient and effective service at all times.

To promote and maintain best practise in all areas of the department ensuring catering services are provided in strict compliance with all food Safety Legislation and HACCP

To make a positive contribution in the work undertaken by the Catering Management Team and to provide cover for senior colleagues as required.

MAIN RESPONSIBILITIES:

Supervisory

1. Responsible for the day to day supervision and cost effective deployment of catering staff ensuring maximum efficiency of resources along with maintenance of food safety standards and HACCP.
2. Ensure all control paperwork and cleaning schedules are completed on a daily basis and deal with any issues arising from non-completion.
3. To work on own initiative, prioritising, organising and scheduling own work and that of the catering team according to the needs of the department.

4. To be responsible for maintaining the rotas and ensuring all shifts are covered and to authorise and cover short notice annual leave for your team.
5. Ensure staff identified on the rosters as booked on mandatory training attend the training in a timely manner.
6. In the absence of the Managers be responsible for the Catering Department to include working on own initiative.
7. Report and record equipment faults to the estates department and appropriate line manager and follow up with further calls if not completed.
8. To actively participate in all duties as part of the team with a hands on approach.
9. Be actively involved in the departmental Fire and Health & Safety audits and kitchen inspections.
10. To order and ensure the correct quantity of provisions, stock and cleaning materials are available to carry out the required duties in your area of work.
11. To investigate and respond positively to complaints, queries and requests raised by patients, staff and visitors and put in place effective remedial action and processes where appropriate.
12. To receive and deal with telephone queries, resolve issues in line with policies and procedures and refer to line manager as appropriate.
13. To be actively involved in the decision making when planning and implementing changes including menus, duty rotas, methods of work, new equipment and departmental policies and procedure.
14. Actively participate in the HACCP process and re-validation of the HACCP plans.
15. To ensure all staff complete daily quality sheets and cleaning schedules as appropriate.
16. As part of the Management Team to contribute to service improvement and development with maintenance of good practice, service and quality standards in accordance with departmental objectives.
17. Identify training needs of the team, liaise with manager to organise appropriate training programme.
18. To ensure all staff within your team are aware of and adhere to departmental objectives, standards, policies and procedures.

19. To demonstrate workplace routines to new staff, ensuring all appropriate on the job training and training records are completed and signed off.
20. Complete first stage of sickness absence forms.

Retail

21. A knowledge, understanding and demonstrable efficient, high quality customer care.
22. Knowledge of the use and cleaning of Costa Coffee machines, Barista training and Costa audits.
23. To operate cash registers and reconciliation of monies in line with departmental policies and procedures as appropriate.
24. Ensure that cash floats are replenished including any back up weekend floats.
25. Responsible for the ordering of car parking tickets, reconciling car parking income with tickets sold and safe handling of cash.
26. Organise hospitality requests checking food items are available, liaising with chefs for the ordering of fresh goods.
27. To prepare and deliver hospitalities in accordance with hospitality forms as appropriate.
28. To serve meals in the retail units ensuring staff adhere to portion control, are customer focused and offer a professional service.
29. To prepare hot and cold retail counters ready for service and restock during opening hours maintaining sufficient stock levels at all times.
30. To electronically order daily stock provisions for the retail areas.
31. To open up and close down the retail units ensuring that the area is clean and safe at all times.

Stores, Cold Room & Patient Services

32. To receive deliveries of food stock, disposables and or cleaning materials, checking goods against delivery notes, temperature, quality, dates or damage and ensuring stock rotation at all times.
33. To produce daily reports on software package for patient menus to enable picking and packing of patient meals.

- 34. To order food and non-food stock items using order templates ensuring sufficient levels of stock are maintained.
- 35. To print daily/weekly retail and ward issue orders, pick and pack orders and delivery to wards and departments within agreed timescales.
- 36. Decant and weigh ingredients according to standardised recipes.
- 37. Patient services to resolve any issues relating to the patients menu I Pads.

General

- 38. To work in a methodical, organised manner with the ability to work to strict time-scales and meet deadlines.
- 39. To work flexibly to meet the needs of the department and actively participate in the team working.
- 40. Carry out all duties, adhering to manual handling and lifting procedures/practice.
- 41. To receive and communicate information effectively to all levels of personnel.
- 42. To promote a spirit of collaborative working within the department and organisation with the ability to motivate and encourage high standards of employee performance.
- 43. To undertake training sessions to up-date skills, knowledge and good practice in accordance with the level of work activities and responsibility.
- 44. Ensure standards of uniform and personal hygiene are maintained at all times by staff within your area of responsibility and that all individuals present a professional and positive image of themselves and the department.
- 45. To clean equipment and premises in accordance with duty rotas and work schedules using the appropriate equipment and chemicals. This will include the immediate outer areas of the building.
- 46. To dispose of all waste food and refuse in a hygienic manner and in accordance with the waste food policy.
- 47. To adhere to and monitor safe systems of work in accordance with Trust health and safety policies, hygiene rules and regulations and any other appropriate legislation. To identify and implement improvements as appropriate.

48. To adhere to the trusts and departmental set codes of practise on hygiene and maintain a high standard of personal hygiene.
49. To inform the Manager of any untoward incidents which may effect the smooth running of the department.
50. Carry out regular checks for the sightings of any pests, report to management completing and maintaining appropriate records.
51. Attend and have an active input in staff/management meetings and team briefs cascading information to staff.
52. To maintain high standards of personal hygiene.
53. To promote a positive and professional image of the catering services to maximise sales.
54. To open and close units ensuring equipment is turned off and areas secured.

CONFIDENTIALITY:

The post holder must maintain confidentiality of information relating to patients, staff and other Health Service business.

SMOKING:

This Trust acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Trust No-Smoking Policy.

HEALTH AND SAFETY:

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and the Manual Handling Operations Regulations (1992). This ensures that the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors to the Trust.

If you are a manager you will be responsible for the Trust's policy on Health and Safety and for taking all reasonable steps to maintain and where necessary to improve health and safety standards. This will include training to ensure that all employees are able to carry out their health and safety responsibilities effectively.

RISK MANAGEMENT:

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

EQUAL OPPORTUNITIES:

The trust has a clear commitment to its equal opportunities policy and it is the duty of every employee to comply with the detail and spirit of the policy.

CONFLICT OF INTEREST:

The Trust is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally it is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Orders require any officer to declare any interest, direct or indirect with contracts involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.

USE OF INFORMATION TECHNOLOGY:

To undertake duties and development related to computerised information management to meet the changing needs and priorities of the Trust, as determined by your manager and in accordance with the grade of the post.

SAFEGUARDING – CHILDREN/YOUNG PEOPLE AND VULNERABLE ADULTS

Every employee has a responsibility to ensure the safeguarding of children and vulnerable adults at all times and must report any concerns immediately as made clear in the Trust's Safeguarding Policies.

INFECTION CONTROL

The Trust is committed to reducing the risk of health care acquired infection. Accordingly it is essential that you adhere to all Trust infection control policies, procedures and protocols (to include hand decontamination, correct use of PPE (Personal Protective Equipment) and care and management of patients with communicable infections). You are required to report any breaches/concerns promptly using the Trust's incident reporting system.

The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The post holder may from time to time be asked to undertake other reasonable duties. Any changes will be made in discussion with the post holder in the light of service needs and will be commensurate with the grade and competencies of the post.

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