

# Catering Manager

## Job Description

**Department:** Catering Department

**Grade:** Band 6

**Hours:** 37.5 per week

**Responsible to:** Facilities Manager (Catering)

**Accountable to:** Head of Facilities

### JOB SUMMARY:

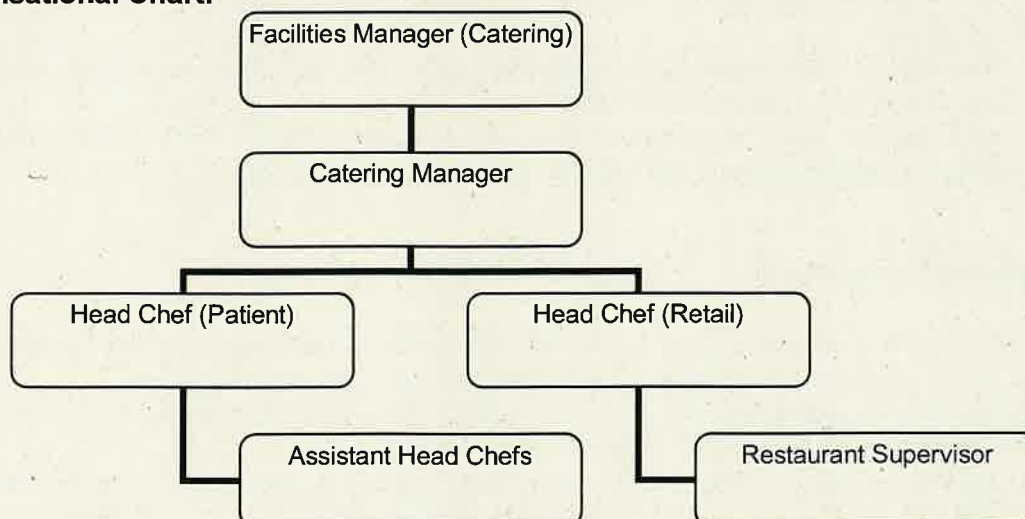
To be part of the Estate and Facilities directorate management team responsible for the safe and efficient provision of services. As a key member of the Catering management team, the post holder will contribute to all catering matters, ensuring a quality service that ensures that catering provision is appropriate, effective, and responsive to the needs of the patients, staff and visitors to the Trust.

The post holder will provide leadership and be responsible for all food production and will have direct operational responsibility for the catering team including budgetary responsibility.

The post holder must have a strong understanding of the technical nature of food production, as well as quality checks and people management, and achieved within the agreed budget parameters

The post holder will have a flexible approach to work and actively support staff through hands-on working. The post holder will also need to have a friendly and helpful manner and have a sensitive approach when dealing with patients and their families.

### Organisational Chart:



## **SECTION 1 – MAIN RESPONSIBILITIES:**

### **Staff Management**

- To manage Catering staff including workload management and to co-ordinate disciplinary, grievance, capability and sickness absence procedures in line with Trust Policies.
- To lead and manage direct reports so that they are motivated, appropriately trained and developed to deliver a professional approach and empowered with the responsibility of managing their teams.
- Promote and maintain good professional working relationships through the catering team and other services.
- Ensure that optimum staffing levels throughout the catering services are maintained at all times. This included the preparation and distribution of duty rotas, considering planned activities and staff absences.
- To identify staff training needs and ensure on the job training and corrective coaching as appropriate and to evaluate the effectiveness of this training
- To be responsible for ensuring staff are trained to a high level and that they are monitored on a regular basis.
- To manage and advise on all staff rotas and annual leave requests, ensuring all absences are recorded
- Ensure all staff receive an annual appraisal, work to agreed objectives with agreed personal development plans and are assessed and managed for their competency and performance in line with mandatory requirements.
- Ensure procedures are in place to achieve 100% compliance and monitoring of all mandatory training requirements.
  - Manage sickness absence and take appropriate management action when necessary in accordance with the Trust policies and procedures.
  - Take appropriate action when necessary in accordance with the Trust's Conduct & Disciplinary policy.
  - Ensure compliance with line procedures and specifications for equipment use and processes.
  - To ensure responsibilities are well defined for all food production and service staff.
  - To introduce schemes and approaches that make staff feel valued which will encourage high levels of motivation and performance.
  - To communicate service change to staffing groups where there may be some resistance.
  - Negotiating, influential and reasoning skills are required to deliver change to improve/modernise the department
  - Hold regular team meetings and routinely communicate all information about any relevant catering changes to all staff within the catering service.

### **Operational Management**

- Manage all operational aspects of all catering service in accordance with agreed policies and procedures, ensuring appropriate and adequate service is provided.
- To manage the quality and hygiene of the food cycle from preparation and presentation through to service delivery to patients, staff and visitors.
- To undertake performance monitoring of the catering service against key performance indicators which will include ensuring staff are wearing correct uniform, training records, documentation etc. and report this information as required.

- To walk the floor multiple times a day, on a daily basis particularly during service periods to ensure excellent standards of food quality.
- Respond to patient, staff and visitor complaints
- Manage all food safety management systems, HACCP and compliance.
- To ensure all telephone and verbal enquiries from patients, public and staff are responded to in a prompt, polite, friendly and courteous manner, handle complaints and escalate as necessary.
- On a daily basis ensures the department operates within all legal requirements for hygiene, health and safety and all NHS guidelines.
- To produce a monthly performance report for Facilities Manager reviewing the month and identifying any areas of concern around performance
- Provide assurance data detailing compliance in food safety through excellent Hazard Analysis and Critical Control Points (HACCP). Assist in the production of a monthly report detailing checks and compliance across all services ensuring appropriate records of evidence.
- Assists in ensuring that external suppliers of catering services and ingredients provide a service that is compliant with appropriate quality and that meets relevant food safety legislation.
- Undertakes regular inspection of food production and service areas for compliance with food safety standards and cleanliness, leading on any actions identified during inspection.
- Attends all designated Facilities meetings, contributing as requested
- Continuously review options for cost improvement, income generation, and change of practice ideas.
- As part of the catering management team, contribute to the departmental risk register
- Undertakes investigations of complaints, incidents and service problems and implements changes where required.
- Contributes and responds to the relevant parts of the Trust's Emergency Plans, major Incident Plan and Business Continuity Plan.
- Review and analyse the Catering Teams performance ensuring best use of resources whilst maintaining food safety procedures including procurement, production methods and timings.
- Ensure that the quality of food meets dietary and nutritional requirements and that information on allergens is maintained.
- To fully understand the needs of the Trust's patients, staff and visitors and to assist with the designing of menus and services that meet those needs. Ensure menus are signed off by the Trust dietitians.
- Ensure patient menus are always up to date, achieving national guidelines and signed off by the Trust Dietitians.
- Support special events for patients as requested by departments across the Hospital e.g. Nutrition and Hydration Week
- To respond creatively to opportunities for improving and developing services, to be self-motivating and to motivate staff within the department, to encourage and facilitate ideas and suggestions, to continually monitor, review and improve methods and procedures and to manage resources dynamically.



## General

- To have a comprehensive knowledge and expertise of food production and service systems and assist the Facilities Manager in designing, implementing, managing and monitoring the most appropriate system that meets the needs of the Trust's patients, staff and visitors.
- To develop and maintain the catering service contingency plan in the event of loss of services (gas, water electricity), high staff absentee rates, industrial action, failure of suppliers, loss of transport, etc.
- Ensure safe and secure receipt, storage and use of all commodities including an effective stock control procedure and assisting in stock take procedures and monitoring monthly and daily consumption figures.
- Maintains the Trust's premises and equipment in a hygienic manner and in good repair.
- Ensure that all food provided to patients, staff and visitors is appropriate for their needs and that recipes and methods are designed and developed to deliver food of the right consistency, flavour, colour, texture and quality.
- Provides specialist advice to management and staff in all aspects of food safety legislation, NHS catering and food service standards, and other health and safety implications of food services.
- Plays a leading role in the management, strategic development, operational planning and delivery of the Trust's food production service.
- Assists in the development and implementation of a replacement and maintenance programme for all equipment necessary to support delivery of the Catering Service.
- Any other duties required to effectively manage the catering service.

## Policy and Procedures

- Ensure that all food safety systems, HACCP, Policies and Procedures are followed, updated as necessary for all aspects of the catering service.
- Assist the Facilities Manager in developing and maintaining the strategies for food safety through excellent Hazard Analysis and Critical Control Points (HACCP).
- Assist the Facilities Manager in the development and implementation of business continuity plans for Catering Services.
- Assist the Facilities Manager in the development of policies and procedures concerning all aspects of the catering service.

## Budget and Contract Management

- Manage service budget for both staffing and provisions effectively ensuring any overspend is understood and deemed necessary, challenged with staff and approved.
- To maintain financial control of the catering services, ensuring the provision of high quality and cost effective services within the budget.
- The purchasing of all food and non-food commodities ensuring that all purchases are made in accordance with the Trust's standing financial instructions.
- The creation of orders, receiving of delivery notes/invoices, processing orders and authorising orders for payment in accordance with Trust policy and procedures.

- Monitor and effectively manage wastage from the department ensuring waste of provisions is at an absolute minimum.
- To assist in the achievement of the annual TEP target for the department.
- Ongoing management of all external contracts including regular meetings with suppliers and ongoing monitoring.

## Audit

- Ensure that planned and unplanned audits are carried out detailing compliance and good practice in hygiene and Health and Safety.
- Conduct random audits regarding cleanliness, catering, and other workplace inspections.
- To carry out regular meal audits against agreed processes within the catering service to identify areas of good and poor practice and improvement opportunities. This will be achieved through the use of regular satisfaction surveys, ward visits, 'one to one' discussions with individuals or groups, complaints, compliments, Observational Meal Audits, Restaurant observations and PLACE results.
- Implement and maintain a programme of continuous quality improvement in the Trust's catering service, including customer satisfaction surveys.

## Communication and Planning

- Ensure strong leadership and communication, in order to motivate and maintain morale.
- Communicates with staff on management and training issues; interacts with patients and ward staff regarding complaints, dietary and service requirements.
- Maintain effective channels of communication in the department to ensure the efficient supervision and delivery of services and to be responsive to patients, staff and visitors views and needs.
- Regular communication to internal departments around service changes and improvement ideas.
- Ensure all departmental and corporate communications are received by every member of staff
- Maintain effective channels of communication to wards and other users of the service, to provide advice, instruction and training to individuals or groups in relation to the provision of catering services.
- To communicate with staff representatives as and when required, to provide information and support to management and to assist management in securing the support and agreement of staff in relation to proposed changes.
- To work closely with key groups of staff such as ward sisters, Dietitians, etc.
- Ensure all policies and procedures are easily accessible and routinely communicated to staff.
- To ensure the delivery of the departmental training policy, allowing staff to attend training as and when required and ensuring records are maintained.
- Ensure new staff to the department receive a comprehensive induction

- To maintain good working relationships with external agencies i.e. Environmental Health.

### **Freedom to Act**

- Works on their own initiative and is a specialist in statutory requirements in respect of food storage, purchase and preparation.
- Delivers Catering advice and providing professional information to staff and managers.
- Leads on new initiatives, reporting to the Facilities Manager (Catering & Retail).
- Continuously review options for cost improvement, income generation, and change of practice ideas.

### **SECTION 2- KNOWLEDGE AND SKILLS**

- Comprehensive knowledge of food safety legislation and NHS food service standards.
- Maintain skills required for preparation of food to deadlines; use knife skills in butchery and filleting.
- Expert knowledge of food production techniques and procedures.
- Expert knowledge of culinary skills.
- Maintain knowledge of food trends.
- Food production knowledge acquired through catering qualifications plus supervisory and management training, experience.
- Knowledge of continuous quality improvement and customer care techniques.
- Knowledge in planning and undertaking risk assessments of complex activities.
- Comprehensive knowledge in planning and delivering food safety and customer care training.
- Skilled in human resource management including leadership, staff communication, counselling.
- Knowledge in managing expenditure.
- Compiles reports and is responsible for writing processes and procedures.
- Competent in the use of Microsoft Word, Excel, Outlook and PowerPoint software applications.
- Sound knowledge of the preparation of therapeutic and special diets.
- Ability to act and assimilate information quickly in emergency situations and to take appropriate action, either within the guidelines of policy and procedures, or acting on own initiative.

### **SECTION 3- EFFORT AND ENVIRONMENT**

- Concentration required for extended periods when supervising the day to day food production and service activities, undertaking hygiene checks, completion of duty rosters, undertaking safety risk assessments and inspections and when writing reports.
- Imparts information to direct reports, including for example, poor performance, distressing news.
- Lifting equipment, food items, delivering food trolleys.
- Occasionally will be exposed to distressing circumstances/ staffing issues.
- Extensive walking when supervising the day to day production and service of food.



- Required to exert moderate physical effort by preparing food, and on occasion moving food trolleys or boxes of catering provisions.
- Regular exposure to heat, noise, and humidity when working in the food production unit.
- Work is generally planned with occasional unplanned work when responding to major incidents, including responding out of normal working hours.

## SECTION 4-ADDITIONAL REQUIREMENTS

1. To provide cover for colleagues as directed by your manager.
2. Risk Management (Health & Safety)
  - a. You will follow risk management procedures at all times. The Risk Management procedures for the Trust and the department are kept by the departmental manager.
  - b. You are personally responsible for Risk Management issues in respect of yourself and your colleagues.
  - c. If you identify a potential hazard you should report it to your manager / supervisor at once. If in doubt you should speak to your manager for guidance.
  - d. You must always use safety equipment provided, and report any defects to your manager. You must attend Risk Management Training as directed by your manager.
  - e. If you are a manager or have line management responsibilities for staff or a department or area of work, you are responsible for the Risk Management issues in that area. You will ensure that there is an annual Risk Management audit in your area and make sure that where necessary, an action plan eradicating risks is drawn up and implemented.
  - f. Should you need help in resolving Risk Management matters, you must seek assistance from your manager.
3. Infection Prevention and Control
  - a. You are personally responsible for ensuring that you protect yourself, patients, visitors and colleagues from the risks of infection associated with health care activities and the care environment.
  - b. You must adhere to infection prevention and control policies at all times liaising with the infection control team and acting on any instructions given.
  - c. You must attend regular infection prevention and control update training.
  - d. You should at all times promote and demonstrate good practice for the prevention and control of infection.
4. To avoid any behaviour, which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.
5. To safeguard at all times confidentiality of information relating to patients and staff.
6. **Child Protection and Vulnerable People**
  - It is the responsibility of all staff to safeguard children and/or vulnerable

adults, to access training to ensure they know what constitutes abuse, and what support is available to them, at a level appropriate to their role and responsibilities.

- To report any concerns, without delay, to the identified person within their department/division or area of responsibility as per the relevant policies, keeping clear records, and following up as required to ensure necessary actions have been taken.

## 7. No Smoking Policy

- The Trust operates a No Smoking Policy which states that smoking is prohibited within all Trust premises and on the site. This includes entrances, exits, cars, lease cars, car parks, pavements and walkways, areas hidden from general view and residences. As an employee of the Trust you are expected to comply with this policy, failure to do so may result in disciplinary action being taken under the Trust's Conduct and Disciplinary Policy.

8. To behave in a manner which ensures the security of NHS property and resources.

9. To abide by all relevant Trust Policies and Procedures.

This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required.

**This job description is subject to regular review and appropriate modification in consultation with the post holder.**

<b>Print/sign Employee(s):</b>		<b>Date:</b>	<b>Print/sign: Manager</b>		<b>Date:</b>
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# Catering Manager

## Person Specification

	Requirements	Essential	Desirable
QUALIFICATIONS	Educated to Degree level or equivalent relevant experience.	✓	
	Evidence of continued professional development.		
	Professional Chef Qualification e.g. City and Guilds, NVQ	✓	
	Level 4 Food Hygiene Certificate	✓	
	Advanced Health & Safety Certificate		✓
EXPERIENCE	Substantial experience working in a production Catering environment e.g. healthcare as a supervisor or manager	✓	
	Food production knowledge acquired through catering qualifications plus supervisory and management training, experience.	✓	
	Ability to lead and motivate a large group of staff	✓	
	Knowledge and application of all current Food Hygiene legislation	✓	
	Excellent working knowledge of HACCP	✓	
	Food production knowledge acquired through catering qualifications plus supervisory and management training, experience.	✓	
	Understanding of a range of work procedures and practices, majority non-routine; intermediate level of theoretical knowledge.	✓	
	Experience of managing large budgets	✓	
	Excellent IT skills (Word, excel etc.)	✓	
	Excellent report writing and presentation skills	✓	
SKILLS and KNOWLEDGE	Event planning and delivery	✓	
	Excellent record keeping	✓	
	Excellent communication skills	✓	
	Excellent skills in using, interpreting and presenting reports	✓	
	Excellent organisational skills	✓	
	Ability to meet targets and deadlines	✓	
	Ability to work unsupervised	✓	
	Excellent interpersonal skills	✓	

<b>OTHER FACTORS</b>	Decision maker	✓	
	Professional appearance	✓	
	Ability to work flexible hours	✓	
	Fitness to undertake duties of the post	✓	
	Ability to successfully maintain professional relationships	✓	
	Ability to maintain confidentiality	✓	
	Self-motivated and self-driven	✓	
	Ability to challenge the status quo	✓	
	Highly motivated	✓	
	Ability to work under pressure	✓	