

JOB DESCRIPTION

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| POST: | Deputy Catering Manager (Patient) |
| DEPARTMENT: | Estates and Facilities |
| BAND: | 5 |
| HOURS PER WEEK: | 37.5 |
| REPORTS TO: | Catering and Hospitality Manager |
| WORK BASE: | North Manchester General Hospital |

JOB PURPOSE

The post holder is responsible for the operational management of catering services within prescribed budgetary limits, providing a comprehensive, high quality, cost effective and safe service to patients, staff and visitors, which is responsive to their changing needs. The post holder is responsible for the recruitment, selection, welfare and disciplinary procedures relating to staff. Also responsible for the facilitation of induction programmes and ongoing staff training and developing, ensuring the highest standards of food hygiene safety, food quality, leadership and health & safety is achieved and that these standards are maintained through the development of monitoring systems, policies, procedures, carrying out risk assessments and action planning.

MAIN TASKS AND OVERVIEW OF RESPONSIBILITIES

1. Manage the catering department within prescribed budgetary limits and maximise of Trust income from sales of meals and snacks and minimise food spoilage and wastage.
2. Responsible for ordering and authorising food and equipment supplies, keeping accurate financial records.
3. Responsible for price changes to existing contracts with external suppliers.
4. Responsible for ensuring patients are offered a choice of nutritious meals and snacks, appropriate for their health needs and religious dietary requirement.
5. Working with Dietetic Department to ensure patients special needs are assessed and met.
6. Ensure high standards of food quality from point of purchase to meal preparation, cooking and service, ensuring quality control process throughout.
7. Developing monitoring systems, policies, procedures to ensure quality control and carrying out risk assessments and action planning to manage risk.
8. Provide professional advice and facilitate training to ensure staff is educated and comply with hygiene, health and safety legislation to protect themselves, colleagues, patients, staff and visitors including the education of other staff groups such as nursing staff when required.
9. Report promptly and take action to investigate and address food hygiene safety breaches, including the failure of monitoring systems, policies, procedures, equipment and human error.
10. Provide a safe physical working environment for catering staff, patients and visitors within public areas and catering staff only areas. Ensure equipment is properly maintained and serviced and provide aids to maintain staff safety such as clothing & personal protective equipment.

COMMUNICATION

11. Communicate and disseminate information and guidance throughout the department specific to the catering department and wider Trust activities.
12. Develop effective working relationships with ward staff through regular contact and other channels of communication.
13. Actively promote formal and informal channels of communication with other Trust departments, visitors, patient groups and external agencies such as the Strategic Health Authority, to ensure services are responsive to patient need and corporate plans.
14. Represent the Catering department at various meetings such as Hospital Management Team and Trust Dietetic meetings.
15. Chair, lead and take minutes at catering department meeting when required.
16. Establish effective systems for monitoring, investigating and responding to complaints relating to the catering department.
17. Provide professional advice regarding food safety legislation and standards, including risk assessments as well as special diets to other staff teams such as nursing.
18. Co-ordinate, communicate and implement major organisational change to large groups of staff which impact on service delivery and employment.
19. Work collaboratively with colleges of further education and universities to ensure catering, dietetic students and pre-registered nursing students achieve relevant workplace experiences.
20. Provide peer support to other Catering Managers.

HUMAN RESOURCE MANAGEMENT

21. Responsibility for the management of all staff groups within the department, including the delegation of work, organisation of working rotas, signing of time sheets, authorisation of overtime, leave and special leave.
22. Responsible for strategic workforce planning including current and future workforce needs.
23. Responsible for the recruitment and selection of all staff within prescribed budgetary limits.
24. Responsible for facilitating induction and orientation programmes for newly appointed staff and catering students as well as other staff groups and students such as dietetic and nursing.
25. Responsible for developing teams to enhance performance and service delivery in the workplace, through team appraisals and performance reviews, objective setting for teams and individuals.
26. Responsible for individual staff appraisals, welfare interviews and performance reviews, ensuring that all staff have personal development plans to maximise individual potential to meet the department and Trust's aims and objectives. Similarly identify training needs for staff which are responsive to individual needs, corporate risk management and developments in hygiene, health and safety legislation.
27. Responsible for investigation and disciplinary procedures relating to staff, including sickness, poor performance and absence interviews as well as dismissal procedures.
28. Responsible for making accurate records and management of all staff personnel files.

DEVELOPMENT

29. Develop links between catering and other corporate services to develop opportunities for income generation and improvements to catering services.
30. Consult with patient and customer groups; carry out audits and customer satisfaction surveys to inform service improvements in response to customer and patient needs.
31. Develop evidenced based working practices to improve standards of food safety, quality service and cost effectiveness within own department and Trust wide, making best use of existing resources.
32. Work in partnership with others statutory agencies and Trust departments to ensure monitoring systems, policies and procedures are developed and implemented in line with the law and manage the prevention of food hygiene safety breaches, ensuring patient, staff and public health safety is met.
33. Make recommendations to the Trust Head of Catering about catering developments and innovative ideas for local and Trust wide catering service improvements, via attendance and contributions at staff and development meetings and networking with Catering Managers from other Trust regarding best practice.
34. Assist in Trust wide strategic catering developments; make assessments, providing written reports and implement new ways of working across the Trust. Such developments have to be evidenced based, comply with hygiene, health and safety legislation, have clear benefits for the Trust wide organisation, staff and public as well as being cost effective and make best use of existing resource. Developments also need to take into account the priorities and plans of the employing Trust.
35. Pro-actively manage change to working practices, manage conflict and culture change in own and other areas such as nursing wards.

This job description is an outline of the key tasks and responsibilities of the role and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services, as well as personal development needs of the post holder.

Where particular Directorates require the post holder to focus on specific issues and/or areas of concern, this will be discussed through the performance management process.

The Facilities Department encourages generic working and in the absence of the individual Departmental Head or Supervisor staff, you may be approached for guidance or/and issue directions.

General & Corporate Duties

Equality and Diversity

To demonstrate Trust values, in relation to Equality and Diversity and undertake mandatory training in this regard.

Making Every Contact Count

Front line staff are in an ideal position to offer support and advice on how to improve health and wellbeing. Staff should use their interactions with the public to give them additional

advice on health and wellbeing. Staff will be given training and support to help them to signpost people to other services which may improve their health and wellbeing.

Risk Management

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

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 with the Trust. The records may be paper, electronic, microfiche, audio or videotapes, or 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.

Confidentiality and Information Security

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. All employees must maintain confidentiality and abide by the Data Protection Act.

Data Quality

All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on the Trust's computerised systems or manual records (paper records) and must ensure that such data is entered accurately to NHS data standards, in a timely manner to ensure high standards of data quality in accordance with the Trust Data Quality and Clinical Record Keeping Policies.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act 1998, Caldicott recommendations and other relevant legislation and guidance are applicable and should be adhered to.

Health and Safety

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 cooperate 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's undertakings.

Infection Prevention

As member of a clinical team your personal contribution to reducing healthcare associated infections (HCAIs) require you to be familiar with the Trust's Infection Control Manual including the Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps. You must be aware of your role in the decontamination of patient shared equipment and are required to attend mandatory training in

Infection Prevention & Control and support the Trust in achieving compliance with the Health Act 2006 (all measures known to be effective in reducing Health Care Acquired Infections).

Trust Policies

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

Equal Opportunities

The Trust provides a range of services and employment opportunities for a diverse population. As a Trust employee, you are expected to treat all patients/customers and work colleagues with dignity and respect irrespective of their background.

Safeguarding

All staff have a responsibility to promote the welfare of any child, young person or vulnerable adult they come into contact with and in cases where there are safeguarding concerns, to act upon them and protect the individual from harm.

All staff should refer any safeguarding issues to their manager and speculate accordingly in line with the Trust Child and Adult Safeguarding Policies. Any post deemed to have regular contact with children and/or vulnerable adults will require a Standard/Enhanced* DBS (Disclosure and Barring Service check).

Flexibility and Future Development

This Job Description is intended as general guidance to the duties and responsibilities of the post and is not, therefore, exhaustive. It will be subject to review, in light of changing circumstances and in consultation with the post-holder.

Team Briefing

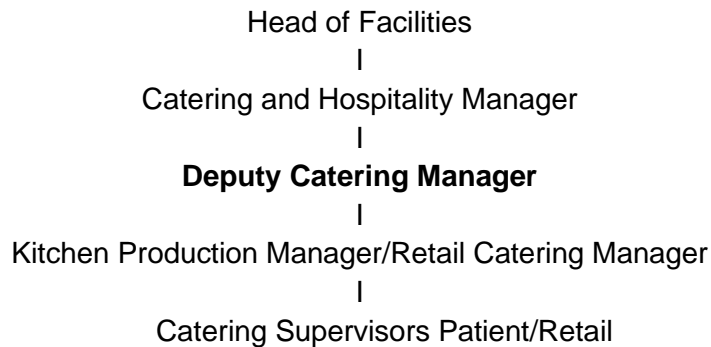
The Trust operates a system of Team Briefing, which is based on the principles that people will be more committed to their work if they fully understand the reason behind what is happening in their organisation and how it is performing.

No Smoking Policy

The Trust operates a no smoking control policy, which applies to all staff, patients and visitors and extends to the hospital grounds as well as internal areas.

PERSON SPECIFICATION FOR DEPUTY CATERING MANAGER (PATIENT)

ORGANISATIONAL CHART



| Requirements | Essential | Desirable | Method of Assessment |
|---|--|--|------------------------|
| Qualifications <ul style="list-style-type: none"> NVQ Level 2 or equivalent skills in English, Maths and Communication Technology Level 3 Food Safety Level 3 Allergy Safety Level 4 Food Safety IOSH Managing Safety | <ul style="list-style-type: none"> • • • | <ul style="list-style-type: none"> • • | Interview/Certificates |
| Experience <ul style="list-style-type: none"> Experience of working in a customer focused environment Experience of cash handling Experience of leading a team Experience of working in a healthcare environment Experience of training staff | <ul style="list-style-type: none"> • • • | <ul style="list-style-type: none"> • • | Application/Interview |
| Knowledge, Skills and Competencies <ul style="list-style-type: none"> Demonstrate an understanding of basic Health and Safety principles Ability to remain calm and respond in difficult situations Good administrative skills Good IT skills, including use of Microsoft Office Suite Good communication/interpersonal skills Ability to prioritise workload Ability to record information accurately Working knowledge of spreadsheets and data recording Understand and maintain confidentiality Demonstrate initiative, commitment and self-motivation | <ul style="list-style-type: none"> • • • • • • • • • • | | Application/Interview |

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