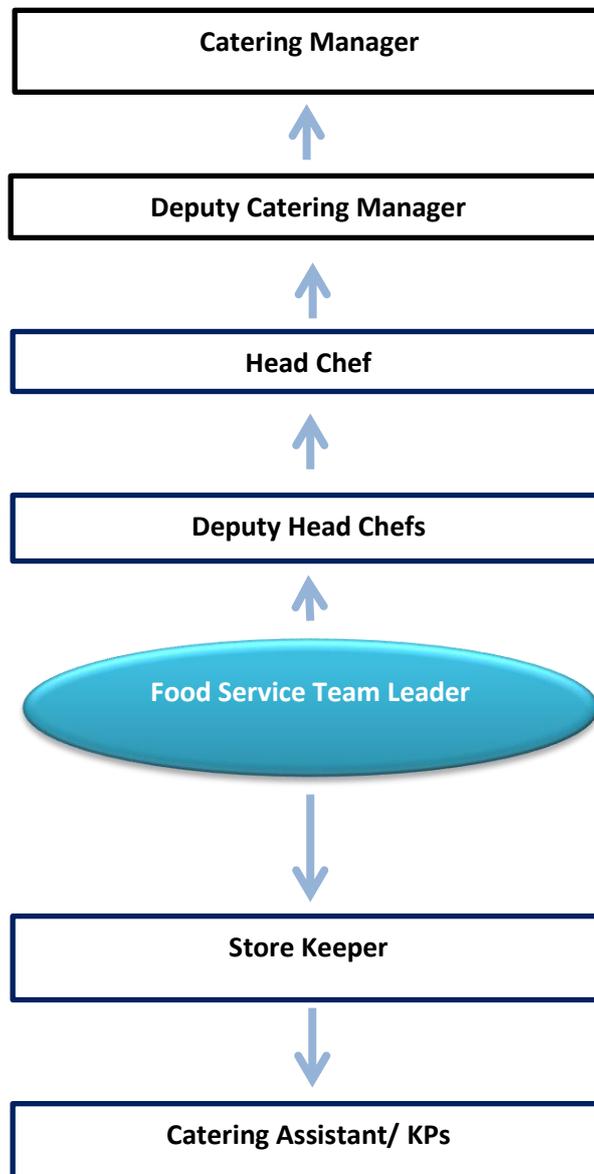


Welcome to the Countess of Chester

Food Service Team Leader Band 3



Your Opportunity

You will be actively involved in supporting the catering department in the day to day management of the food and beverage service areas within the Staff Restaurant, the Patient Conveyor Belt Service and the Hospitality Service, to ensure the team is always achieving excellence.

You will further support the Head Chef in the management of patient's ward beverage trolleys and on site vending facilities.

All employees of the Trust have a responsibility for their own health and wellbeing, to inform their manager and seek timely support via the Trust's Occupational Health and Wellbeing department

The list below is to outline the main duties involved; however this is subject to change and will vary within the given role. We ask all employees to be flexible in their role, to always ensure we are giving excellent care.

Catering Responsibilities

1. You will promote and role model high standards of personal hygiene for your team, including but not limited to; clean/tidy hair, tied back if necessary and covered with appropriate headgear, clean short nails with no sign of nail biting or nail varnish and no jewellery apart from a plain wedding band.
2. You will check the quality and appearance of the food and beverages served to ensure the achievement and maintenance of excellent standards
3. You will supervise the replenishment of stock and service of all meals within the Staff Restaurant.
4. You will take the lead on the Patient Meal Service conveyor belt.

Managerial/ Leadership Responsibilities

1. You will support the Head Chef in the maintenance and development of a high quality, efficient and cost-effective service in the Staff Restaurant.
2. You will assist the Head Chef in ensuring that excellent food hygiene practices are observed in accordance with the Catering Departments HACCP system/controls assurance.
3. You will continually remain up to date with and maintain the latest government legislation including, but not limited to the Health and Safety at Work Act and the Food Hygiene Laws.
4. You will ensure that all staffing levels, rosters and costs are adhered to, providing adequate cover as agreed with Catering Management.
5. You will ensure the appropriate allocation of work to all Staff Restaurant and Central Wash staff.
6. You will ensure the maintenance of stock levels and effective stock control.
7. You will support in supervising the cleaning of all areas in the Staff Restaurant and Central Wash.
8. Attend meetings with Catering Management to maintain and improve communications and customer service.
9. You will ensure all Trust policies and procedures are adhered to.
10. You will be responsible in ensuring all Staff Restaurant and Central Wash staff wears the appropriate uniform including personal protective equipment.
11. Line managers have a responsibility to check in regularly with staff and recognise stress symptoms, know how to access support and promote the health and wellbeing of their staff

Administrative Responsibilities

1. You will assist in the ordering and receipting of all daily provisions from the catering stores, for use in the Staff Restaurant, Patient Ward Beverage Trolleys, Central Wash and Hospitalities.
2. You will ensure all appropriate records are accurate and up to date, including but not limited to; personnel records, staff annual leave, sickness.
3. You will ensure that all relevant documentation for salaries and wages is completed weekly.
4. You will operate a cash register, maintain the audit procedure and be responsible for the checking and accounting for all cash, vouchers and records of junior doctors' provisions.
5. You will ensure all mechanical defects and repair needs are reported appropriately.
6. Responsible for the entering / ensuring bank shifts are entered on the management system.

Education, Development and Improvement Responsibilities

1. You will be responsible for conducting and supporting the Staff Restaurant and Central Wash staff appraisals.
2. You will support the Head Chef in the induction and customer service training for new members of staff, and ensure all staff attends their mandatory training.
3. You will be responsible for implementing HR policies, including but not limited to; Disciplinary, Attendance Management, Performance Management and Grievance to ensure improvements are always made.
4. You will address and report any customer service complaints or suggestions relating to the food service.

Person Specification

	Essential	Desirable
Qualification	<ul style="list-style-type: none"> Level 3 Food Hygiene Certificate IOSH Working Safely 	<ul style="list-style-type: none"> Intermediate Food Hygiene Certificate or willingness to complete Customer Service training or willingness to complete
Knowledge and Experience	<ul style="list-style-type: none"> Relevant experience in a supervisor's role 	<ul style="list-style-type: none"> Knowledge/experience in customer service An understanding of food safety legislation Knowledge/experience of retail and marketing Experience in handling complaints
Skills and Abilities	<ul style="list-style-type: none"> Effective interpersonal and communication skills Ability to work effectively in a pressurised environment and to meet deadlines Ability to demonstrate strong leadership and organisational skills Ability to delegate work appropriately and motivate staff Ability to work flexibly and adapt to unexpected changes Ability to take the initiative and responsibility 	
Physical Requirements and Capabilities (Only if a justifiable requirement for the role)	i.e. able to lift and push & pull trolleys (Reasonable adjustment will be considered)	

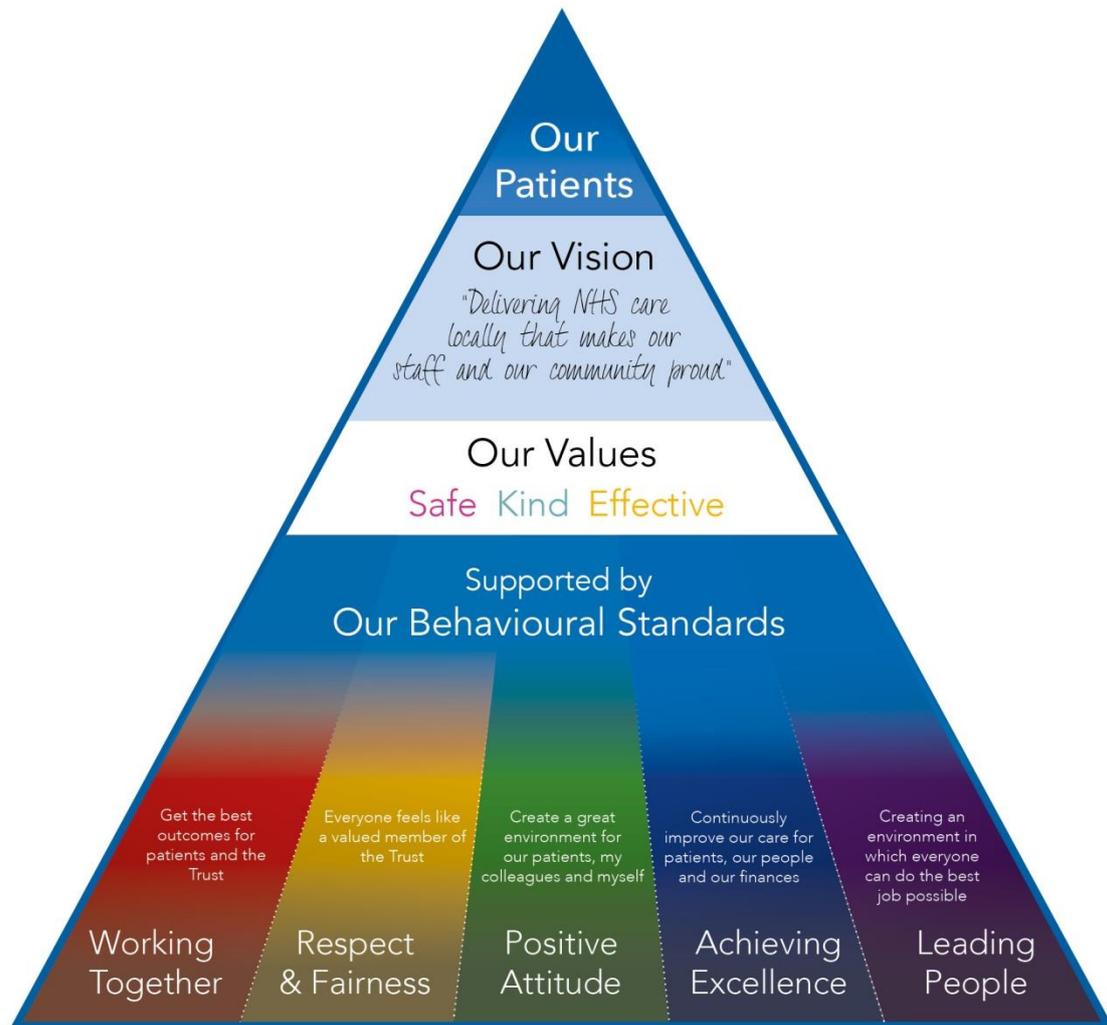
Occupational Health

No Patient Contact -

	What You Need	Conducted By	Essential
Health Screening	Paper documentation & Health Assessment	Occupational Health Nurse	Yes
Maintenance Staff Immunity Required	<ul style="list-style-type: none">Hepatitis A	Occupational Health Nurse	Yes – Vaccination recommended

Please note that the above may vary dependent on job role and risk assessments. Should you need further clarification please contact the Occupational Health Department on 01244 365045

Our Culture



***Safeguarding:** You have a responsibility to respond to any Safeguarding Children or Adult concerns that you encounter in your everyday duties. You must report any concerns as appropriate to your immediate & the relevant Safeguarding Lead within the Trust