

# JOB DESCRIPTION

JOB DETAILS	
Job Title	Chef Supervisor
Reports to	Catering Team Leader
Band	Band 3
Department/Directorate	Catering / Estates and Facilities

## JOB PURPOSE

Assists in planning and costing of menus and ordering of catering provisions and food.

Prepares and cooks food, including special, ethnic diets.

Ensures food and hygiene standards are met.

To supervise and manage the kitchen team and complete staff rosters ensuring the correct skill mix to provide a cost-effective service

Provides technical advice, guidance and training to catering staff

## KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- To exercise leadership in suggesting and planning future developments of the retail services whilst ensuring that any changes proposed are feasible and that service quality will be maintained.
- To manage all food services in conjunction with the Catering Management ensuring that costs, quality, quantity and timing of the all services are within the agreed standards.
- Preparation and cooking of food to standardised menus.
- To ensure that the presentation and quality of all food are in accordance with agreed standards in terms of portion size and quality as defined by the Catering Management.
- To supervise the provision of meal services on a day-to-day basis ensuring staffing levels are appropriate and that implemented controls and systems are monitored to ensure a service of the highest quality is provided to all.
- To promote a healthy and safe working environment whilst constantly monitoring current and future implemented safe working practises.
- To ensure food for despatch is correctly packaged to maintain high standards of delivery and service.
- To work as a productive and key member of the whole catering team to ensure good relations and an efficient production process.
- To liaise with the Estates Department to ensure fabric, plant and equipment within the kitchen area are maintained in a safe manner and in accordance with relevant standards.

## KEY WORKING RELATIONSHIPS

JM1070 Chef Supervisor, matched 23/02/2026, consistency checked 18/03/2026

Areas of Responsibility: (type of work undertaken)

The Catering Department employs approximately 130 staff who work in a pleasant, modern environment that not only boasts a modern fitted kitchen but also a bakery and a spacious and inviting restaurant.

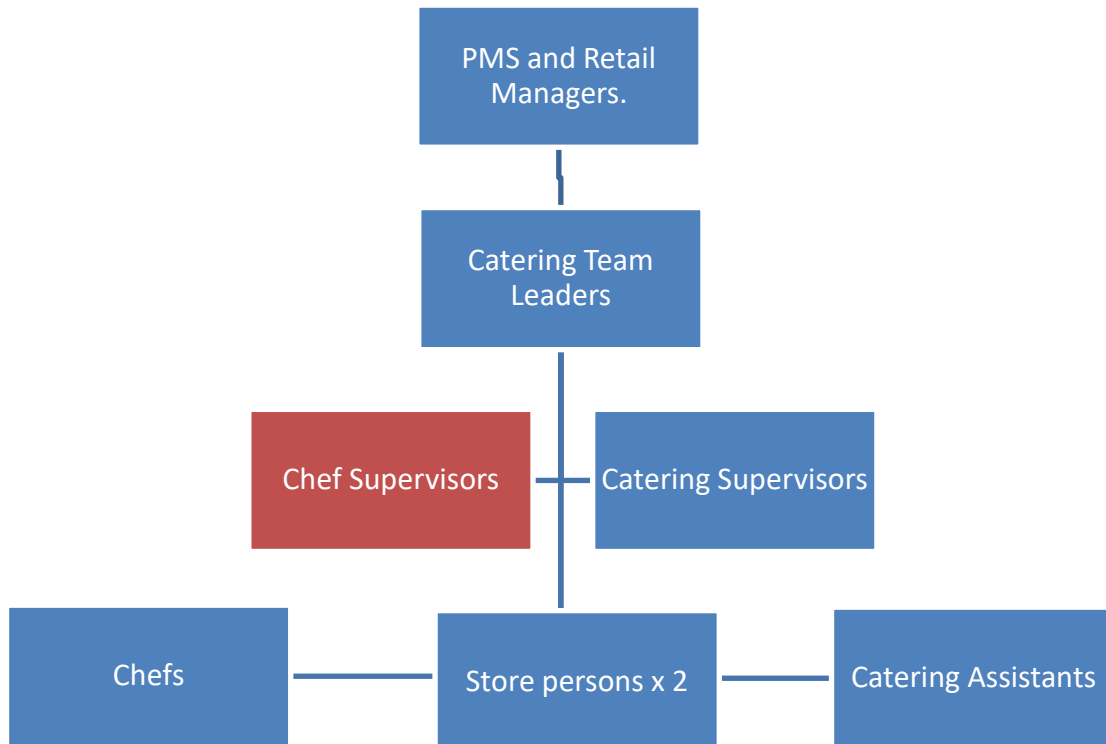
A team of chefs prepare and cook to standardised recipes approximately 400 meals per day for staff and visitors. Patients are fed by a cook-freeze system whereby frozen ready meals are bought in and re-heated.

Approximately 120 catering assistants are responsible for serving and delivering these meals working either within the Patient Meals Service, Ward Catering or TLC Restaurant.

Of particular importance are working relationships with:

<b>Internal to the Trust</b>	<b>External to the Trust</b>
<ul style="list-style-type: none"><li>• PMS Manager</li><li>• Retail Manager</li><li>• Catering Team Leaders</li><li>• Catering Supervisors</li><li>• Kitchen Staff</li><li>• Catering Assistants</li><li>• Store Persons</li><li>• Dieticians</li></ul>	<ul style="list-style-type: none"><li>• Contractors</li><li>• Suppliers</li></ul>

## ORGANISATIONAL CHART



## FREEDOM TO ACT

- To participate in Trust and departmental training to meet minimum operational standards.
- Operates within health, hygiene, food preparation and cooking procedures and processes.
- Works within clearly defined procedures using own initiative on routine matters
- Preparation and cooking of food to standardised menus.
- To ensure that the presentation and quality of all food are in accordance with agreed standards in terms of portion size and quality as defined by the Catering Management.

## COMMUNICATION/RELATIONSHIP SKILLS

- To ensure effective communications are maintained between all internal and external departments regarding any menu changes and communicates dietary information when necessary.
- To work as a productive and key member of the whole catering team to ensure good relations and an efficient production process.
- Informs staff of menu changes; communicate dietary information to patients/customers, and provides training to catering staff.

## ANALYTICAL/JUDGEMENTAL SKILLS

- Able to use catering equipment appropriately and ensure equipment is left safe for use by self and others.
- To ensure that the presentation and quality of all food are in accordance with agreed standards in terms of portion size and quality as defined by the Catering Management

## PLANNING/ORGANISATIONAL SKILLS

- To prepare and cook and despatch all food to the highest possible standard in line with standardised recipes and departmental guidelines.

- To develop alongside the Catering Manager and Team leader a program to deliver calorific values of dishes.
- To ensure that any food waste is recorded and managed effectively and kept to a minimum.
- To ensure food is correctly prepared and cooked within professional guidelines and within hygiene and health & safety procedures.
- To maintain a clean workstation, ensuring others in the kitchen are also working cleanly and contribute to the cleanliness of the whole kitchen.
- To contribute to and work within a safe working environment.
- Organises daily work plan – prioritising, cooking methods, cooking times, cooking procedures, reorganises menus at short notice if required.
- Check, record and monitor, then act upon temperatures of food items.
- To ensure cleaning schedules are in place which will facilitate regular daily and scheduled deep cleaning of all equipment and that cleaning records are maintained to show compliance.
- To assist in the planning and costing of menus with a view to regularly monitoring and up-dating restaurant menus

#### **PATIENT/CLIENT CARE**

- Provides food information as and when requested.
- Deals with customer/patient queries and visit patients on wards when necessary.
- To respect the privacy and dignity of customers whilst carrying out duties and to engage with them in a friendly and professional manner.
- To refer complaints that cannot be dealt with to the supervisor in charge.

#### **POLICY/SERVICE DEVELOPMENT**

- To adhere to all health and safety guidelines within the work place using the correct reporting procedures as required.
- To wear correct clothing and equipment to adhere to Health & Safety guidelines.
- The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.
- Applies operational policy and proposes innovation or service improvements.
- To ensure that all Food Hygiene, Health and Safety and other Statutory Legislation is adhered to at all time and that all stipulated records are maintained to demonstrate compliance.
- To carrying out regular audits with in the main kitchen area and follow up on any issues raised and deal with these as appropriate

#### **FINANCIAL/PHYSICAL RESOURCES**

- Careful use of own equipment.
- Post holder to ensure food wastage is minimised.

- To plan and cost new menus and order supplies on a daily basis.
- Ensure quality of all products i.e. not damaged/correct amounts
- Checking sell by/use by dates ensuring stock is rotated prior to storage
- To ensure the receipt of all store's materials (food & non-food Items), are checked against an order and are subsequently dealt with in accordance with stores procedures ensuring:

### **HUMAN RESOURCES**

- To supervise and manage the kitchen team and complete staff rosters ensuring the correct skill mix to provide a cost-effective service
- Provide technical advice, guidance and training to catering staff
- To participate in your own performance review and to contribute to others.

### **INFORMATION RESOURCES**

- To observe the Trusts Catering and Food Safety Management System Policies at all times and to adhere to associated standard operating procedures.
- Processes own time sheets and work records including food and equipment temperature records.

### **RESEARCH AND DEVELOPMENT**

- Participates in staff surveys as required.
- To participate in an annual personal appraisal.

### **PHYSICAL SKILLS**

- Uses knives for the preparation of food to deadlines.
- Uses electrical catering equipment.

### **PHYSICAL EFFORT**

- Frequent requirement to lift kitchen equipment and foodstuffs up to a maximum weight of 10kg.
- Frequent requirement to stand for extended periods of time whilst preparing food.

### **MENTAL EFFORT**

- Frequent concentration required whilst following standardised recipes to ensure allergen information correct.
- Concentration required when cooking and using machinery

### **EMOTIONAL EFFORT**

- A frequent requirement to work to deadlines to meet service requirements.
- A rare requirement to undertake difficult conversations regarding staff performance or attendance.

### **WORKING CONDITIONS**

- Frequent exposure to a hot, humid and noisy environment.

- To maintain a clean workstation and contribute to the cleanliness of the whole kitchen.

## **OTHER RESPONSIBILITIES**

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.

Provides advice to new starters/ provides technical advice and guidance to other catering staff.

Contribute to and work within a safe working environment.

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

## **GENERAL**

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

# PERSON SPECIFICATION

<b>Job Title</b>	Chef Supervisor
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Requirements	Essential	Desirable
<p><b>QUALIFICATION/ SPECIAL TRAINING</b></p> <p>City and Guilds 702 1and 2, NVQ equivalent                      Level 3 Food Hygiene Certificate.                      Bakery Qualifications                      Knowledge of full range of work procedures, practices and equipment for a catering service, including advanced food hygiene processes; vocational level 3 qualification or equivalent.                      Knowledge for special diets acquired through training and experience.</p>	<p>E E  E</p>	<p>  D  D</p>
<p><b>KNOWLEDGE/SKILLS</b></p> <p>Ability to work unsupervised                      Ability to work logically whilst in a busy environment                      Understanding the concept of 'quality'                      Understanding the importance of hygiene, Health and Safety, C.O.S.H.H                      Ability to organise workload                      Ability to communicate at all levels                      Knowledge of full range of work procedures, practices and equipment for a catering service, including advanced food hygiene processes                      Knowledge for special diets acquired through training and experience.</p>	<p>E E E E E E E</p>	<p>      D</p>
<p><b>EXPERIENCE</b></p> <p>All round cooking experience, preferably in large organisation                      Of working within health &amp; safety guidelines                      Experience of public sector, preferably NHS</p>	<p>E  E</p>	<p>  D</p>
<p><b>PERSONAL ATTRIBUTES</b></p> <p>Smart appearance                      High standard personal hygiene                      Good communication skills                      Team worker                      Flexible attitude                      Good attendance record</p>	<p>E E E E E E</p>	
<p><b>OTHER REQUIREMENTS</b></p> <p>To follow departmental regulations                      Manual Handling Trained                      Ability to undertake rota requirements if necessary, including early mornings &amp; public holidays                      Demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust                      Ability to travel to other locations as required</p>	<p>E E E  E  E</p>	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
<b>Other General Hazards/ Risks</b>					
VDU use (> 1 hour daily)	N				
Heavy manual handling (>10kg)	Y				X
Driving	N				
Food handling	Y				X
Night working	N				
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y		X		
Emotional Effort	Y	X			
Working in isolation	N				
Challenging behaviour	N				