Royal Devon University Healthcare NHS Foundation Trust

# JOB DESCRIPTION

| JOB DETAILS | |
|---|---|
| **Job Title** | Catering Supervisor |
| **Reports to** | Catering Management |
| **Band** | Band 3 |
| **Department/Directorate** | Catering / Estates and Facilities Management (EFM) |

## JOB PURPOSE

To assist in conjunction with the catering management team the management of the TLC Restaurant, Fine Fillings and all other Retail Outlets including function provisions within the agreed costs whilst responding to customer requirements and expectations. To monitor services to ensure we are providing an efficient and quality service which meets the needs of our diverse customer base, and to organise and supervise on a daily basis and ensure that all duties and responsibilities are carried out in accordance with all Health and Safety procedures.

## KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- To manage in conjunction with the Catering management, the TLC Restaurant, Fine Fillings units and all Catering Retail Outlets ensuring that costs, quality, quantity and timing of the all services are within the standards as agreed with the Catering Manager.
- To ensure that the presentation and quality of all food and saleable items from all retail outlets are in accordance with agreed standards in terms of portion size, quality & customer service as defined by the Catering Management.
- To supervise the provision of functions on a day-to-day basis ensuring staffing levels is appropriate and that implemented controls and systems are monitored to ensure a service of the highest Quality is provided to all our customers.
- To ensure that all Food Hygiene, Health and Safety and other Statutory Legislation is adhered to at all time within all retail outlets and that all stipulated records are maintained.
- To ensure that specific responsibilities attributed to all staff and supervisors are identified within the Food Safety Management System (FSMS) are adhered to and that appropriate records are maintained to demonstrate compliance.
- To promote a healthy and safe working environment whilst constantly monitoring current and future implemented safe working practises.
- To liaise with the Estates Department to ensure fabric, plant and equipment within retail outlets are maintained in a safe manner and in accordance with relevant standards.
- To ensure cleaning schedules are in place which will facilitate regular daily and scheduled deep cleaning of all equipment and retail service areas and that cleaning records are maintained to show compliance.
- To carrying out regular audits of all service areas and follow up on any issues raised and deal with these as appropriate.

## KEY WORKING RELATIONSHIPS

Areas of Responsibility: TLC Restaurant and all Retail Outlets

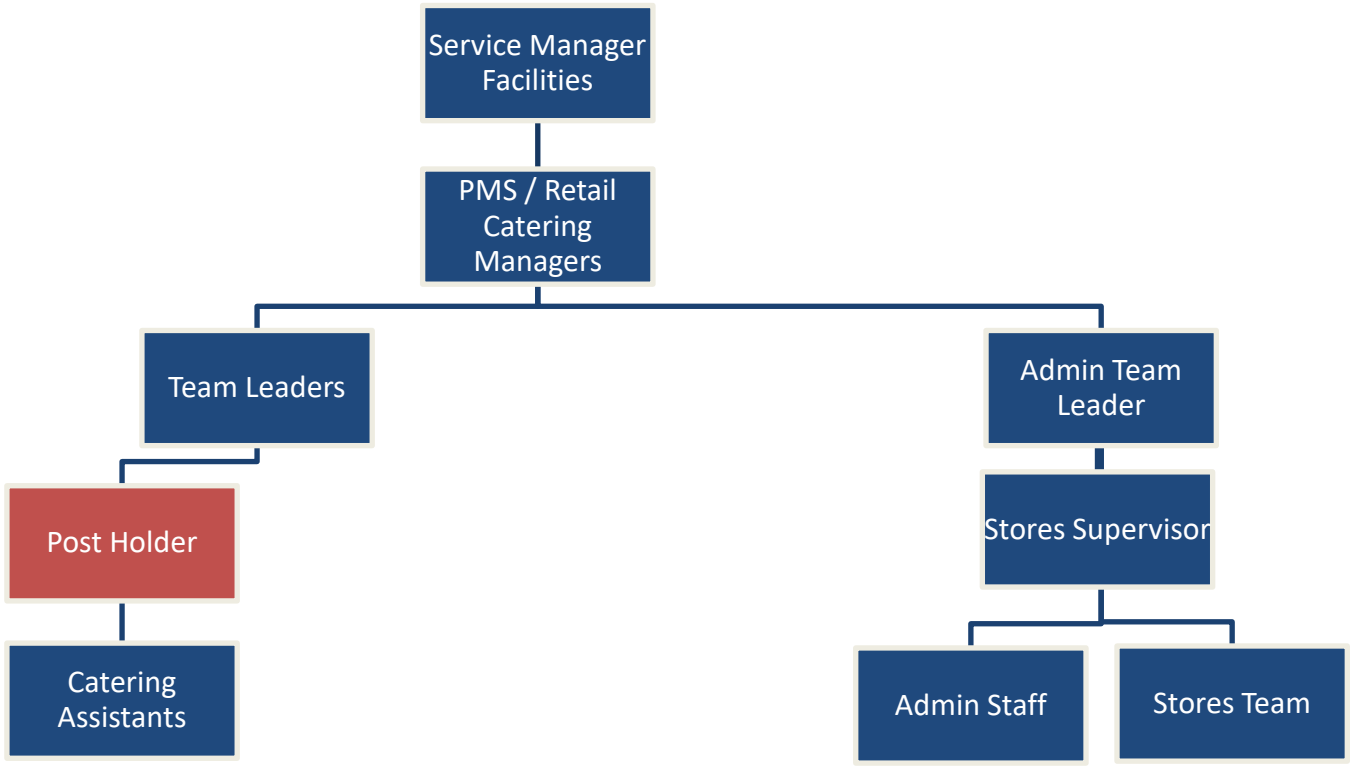
No. of Staff reporting to this role: 30

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis
In addition the post holder will deal with the wider healthcare community, external organisations and the public.
This will include verbal, written and electronic media. (Delete/amend as necessary)

Of particular importance are working relationships with:

| Internal to the Trust | External to the Trust |
|---|---|
| • Service Manager - Facilities<br>• Patient Meal Service Manager<br>• Retail Catering Manager<br>• Catering Team Leaders<br>• Ward Housekeepers<br>• Office Administrators<br>• Catering Supervisors<br>• Diet / PMS Chefs<br>• Catering Assistants | |

## ORGANISATIONAL CHART




## COMMUNICATION/RELATIONSHIP SKILLS

- To ensure effective communications are maintained between all internal and external departments including meal orders and provisions ordering, ensuring that all information is recorded and communicated.
- To liaise with the Kitchen and Stores Team Leader to ensure the food distribution systems are of the agreed standard in terms of allergens, dietary, timeliness, hygiene and quality of service.
- To communicate with other supervisors, team leaders and managers on issues within the service.

## ANALYTICAL/JUDGEMENTAL SKILLS

- To ensure that specific responsibilities attributed to all staff within the Food Safety Management System (FSMS) are adhered to and that appropriate records maintained to demonstrate compliance.

## PLANNING/ORGANISATIONAL SKILLS

- The Catering Supervisor ensures that all areas are staffed with the appropriate catering assistants and that all food and beverage requirements are served to meet all the customers dietary requirements.
- To ensure cleaning schedules are adhered to on a daily basis and maintained to show compliance with the FSMS.

## PHYSICAL SKILLS

- Keyboard skills for precise data entry and interrogation on a daily basis.
- To assist the Catering Assistants during busy times of or capacity pressures.

## PATIENT/CLIENT CARE

- Contact with patients may be required during the course of your normal responsibilities in the outlets or restaurant environment.

## POLICY/SERVICE DEVELOPMENT

- To ensure that relevant Food Hygiene, Health and Safety and other Statutory Legislation is adhered to at all times and that all stipulated records are maintained.
- To follow Department and Trust Policies.
- May be required to comment or suggest changes to Department policies/procedures.

## FINANCIAL/PHYSICAL RESOURCES

- Checking Sell/Use By dates.
- Stock is rotated prior to display.
- To monitor and control wastage to agreed levels within all areas of responsibility whilst being proactive in the prevention of waste and maintenance of appropriate records as directed by management.
- To control staffing levels as directed by management ensuring that all annual leave, sickness and absence records are maintained.
- To monitor till transaction appropriate to training and complete cash reductions on a daily basis.
- To liaise with the Estates Department to ensure fabric, plant and equipment within the section is maintained in a safe manner and in accordance with relevant standards.

## HUMAN RESOURCES

- To supervise the day to day catering department ensuring staffing levels are appropriate and that all implemented controls and systems are monitored, recorded and a service of the highest quality is provided to patients / visitors / staff.
- To ensure that all Statutory Training is afforded to all staff and that all-necessary recommended records are maintained.
- To record catering staff annual leave in accordance with departmental policy.
- To carry out and document return to work interviews.
- To ensure all staff understands the duties allocated to them, that they are trained to carry out those duties and that they do so efficiently.
- To ensure that staff are knowledgeable with regards to menu, portion size/control, allergens and presentation.
- To participate in and assist with the induction of all new employees within the section; and ensure they attend all stipulated statutory and other departmental training. To further ensure that all staff is released to attend all training.

## INFORMATION RESOURCES

- To assist in the provision of an effective communication system for information sharing within the department.

## RESEARCH AND DEVELOPMENT

- To complete audits and surveys as and when required, i.e. Food Safety Audits, Staff Surveys.

## FREEDOM TO ACT

- To follow Department and Trust policies and procedures.
- Prioritise own work load to ensure that schedules are met. Work is managed.

## PHYSICAL EFFORT

- Standard keyboard skills required.
- Frequent requirement to operate and move trolleys and other mobile equipment including Meal Regeneration trolleys exerting moderate physical effort.

## MENTAL EFFORT

- Frequent requirement for concentration where the work pattern is predictable with few competing demands.
- Creating staff rosters.

## EMOTIONAL EFFORT

- Occasionally dealing compassionately and empathetically with patients or staff who may exhibit emotional difficulties and refer them to the correct agencies for assistance if required.

## WORKING CONDITIONS

- Working in cold and very cold environments.
- Working in warm and humid environments.
- Expected to assist in all areas of the kitchen where possible at times of staff shortage.

## OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

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

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

| **Job Title** | Retail Catering Supervisor |
|---|---|

| Requirements | Essential | Desirable |
|---|---|---|
| **QUALIFICATION/ SPECIAL TRAINING** | | |
| Good Basic education/ Numerate and Literate | E | |
| Basic Food Hygiene Certificate | D | |
| Manual Handling | D | |
| NVQ III in Catering, Customer Service or Hospitality proven equivalent experience considered | E | |
| **KNOWLEDGE/SKILLS** | | |
| Good Customer Service/able to demonstrate experience | E | |
| Ability to work on own/ use initiative | E | |
| Good Team Player | E | |
| Understanding the importance of Health and Safety | E | |
| Aware of current food trends | E | |
| Understanding the concept of quality | E | |
| **EXPERIENCE** | | |
| Working in a Catering Environment | D | |
| Confident using Catering Equipment | D | |
| Working with members of public | D | |
| Experience both in preparation and service of food | D | |
| Day to Day Supervisory Experience | E | |
| **PERSONAL ATTRIBUTES** | | |
| Polite and Articulate | E | |
| Smart and Presentable Appearance | E | |
| High Standard Personal Hygiene | E | |
| Flexible Attitude | E | |
| Professional Attitude | E | |
| Excellent interpersonal skills and communicator | E | |
| **OTHER REQUIREMENTS** | | |
| Customer focussed | E | |
| Ability to work under pressure | E | |
| Commercially aware | E | |
| To follow departmental regulations | E | |
| Team Worker | E | |
| Ability to quickly assimilate training | E | |

| WORKING CONDITIONS/HAZARDS | | FREQUENCY (Rare/ Occasional/ Moderate/ Frequent) R | O | M | F |
|---|---|---|---|---|---|
| | | | | | |
| **Hazards/ Risks requiring Immunisation Screening** | | | | | |
| Laboratory specimens | N | | | | |
| Contact with patients | N | | | | |
| Exposure Prone Procedures | N | | | | |
| Blood/body fluids | N | | | | |
| Laboratory specimens | N | | | | |
| | | | | | |
| **Hazard/Risks requiring Respiratory Health Surveillance** | | | | | |
| | | | | | |
| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | Y | | O | | |
| Respiratory sensitisers (e.g isocyanates) | Y | R | | | |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | Y | | O | | |
| Animals | N | | | | |
| Cytotoxic drugs | N | | | | |
| | | | | | |
| **Risks requiring Other Health Surveillance** | | | | | |
| 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 | | | | |
| | | | | | |
| **Other General Hazards/ Risks** | | | | | |
| VDU use ( > 1 hour daily) | Y | R | | | |
| Heavy manual handling (>10kg) | Y | | O | | |
| Driving | N | | | | |
| Food handling | Y | | | | F |
| Night working | N | | | | |
| Electrical work | N | | | | |
| Physical Effort | N | | | | |
| Mental Effort | N | | | | |
| Emotional Effort | N | | | | |
| Working in isolation | N | | | | |
| Challenging behaviour | N | | | | |