

## JOB DESCRIPTION

JOB DETAILS	
Job Title	Catering Team Leader
Reports to	Patients Meals Service Manager
Band	Band 4
Department/Directorate	Catering Services/Estates and Facilities Management

JOB PURPOSE
<p>The post holder will support the Patient Meals Service Manager in the day-to-day management of Catering Services, ensuring the provision and maintenance of the highest possible standards of food service, in line with agreed specifications, for patients, visitors, and staff.</p> <p>They will ensure that adequate staffing levels are maintained in accordance with agreed rotas and shift patterns, enabling full compliance with client requirements and the consistent delivery of service at all times.</p> <p>The post holder will work closely with Catering Supervisors, Catering Assistants, and other departments and support services to contribute to the delivery of an effective and efficient catering service that meets service requirements and Trust policies and procedures. They will also ensure that all food safety and hygiene standards are met and maintained.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> <li>Responsible for compliance of food and H&amp;S Legislation, taking all necessary actions within area of responsibility following EHO guidance.</li> <li>Overseeing the preparation, updating and continuity of all daily / weekly / monthly staffing rotes by the Catering Supervisors and supporting them where necessary. This is to include daily and emergency cover.</li> <li>On a daily basis, manage the Catering Supervisors to ensure that they undertake the duties required of them in order to provide our service users with a professional, reliable and proactive service.</li> <li>Ensure all Catering Assistant staff comply with Trust policies at all times whilst on duty, e.g. Trust Uniform and Dress Code Policy, Smoking Policy, Waste Management, meal break times etc.... and taking the necessary action when policy is breached.</li> <li>To ensure that relevant Health and Safety and other legislation is adhered to at all times within the Catering Department and that records are kept to demonstrate this. Investigating minor incidents / accidents in conjunction with the Risk Management department as required.</li> <li>Responsible for ensuring adequate food supplies are ordered and issued through a close working relationship with the admin and stores person.</li> <li>To participate in the planning and implementation of future developments and projects within Catering Services, and to undertake specific projects as requested by the Patients Meals Service Manager.</li> </ul>

KEY WORKING RELATIONSHIPS

Areas of Responsibility: Wonford site Main kitchen

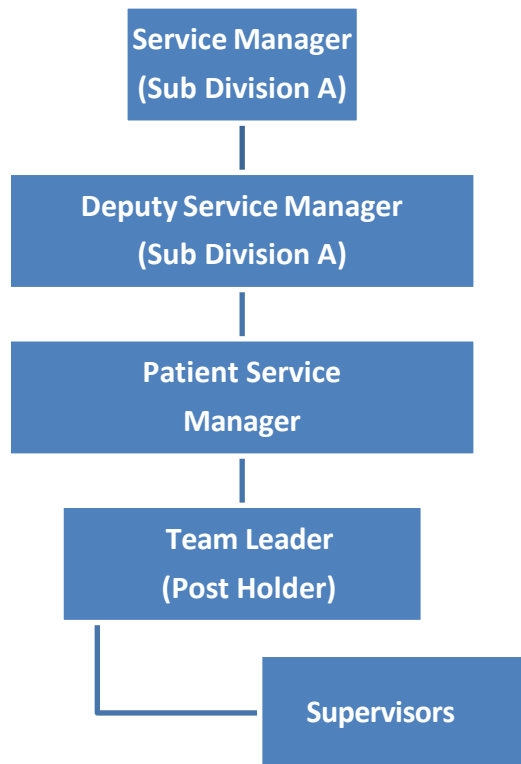
No. of Staff reporting to this role: 91+

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.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"><li>• Service Manager, Facilities</li><li>• Deputy Service Manager Facilities</li><li>• PMS Manager</li><li>• Retail Manager</li><li>• Retail Catering Team Leader</li><li>• Catering and Admin Supervisors</li><li>• Catering Supervisors</li><li>• Catering Assistants</li><li>• Audit Team</li><li>• Training and Audit Manager</li><li>• Infection Prevention &amp; Control Team</li><li>• Nursing Staff</li><li>• Ward Housekeepers</li><li>• Domestic Assistants</li><li>• Site Practitioner Team</li><li>• Estates Staff</li><li>• All Trust Staff</li></ul>	<ul style="list-style-type: none"><li>• Patients and Visitors</li><li>• External Suppliers</li></ul>

## ORGANISATIONAL CHART



## FREEDOM TO ACT

- To manage workload effectively in accordance with Trust and departmental guidelines, operating within clearly defined occupational policies and managing work autonomously.
- Inform the Patients Meals Service Manager if there are insufficient resources to control any risks to an acceptable level and to ensure that any risks are added to the risk register.
- Operates within the Food Safety Management System ensuring health & Hygiene standards are adhered.
- Work flexibly when required, to ensure that agreed service levels are met.

## COMMUNICATION/RELATIONSHIP SKILLS

- Ensure effective communications are maintained between all internal and external departments regarding any menu changes and communicates dietary and allergen information for food prepared.
- Work as a productive and key member of the whole catering team to ensure good relations and an efficient production process.
- Maintain effective communication links and develop working relationships with service users, external suppliers, colleagues and staff within area of responsibility to ensure the sharing of consistent, accurate and relevant information.
- Communicate routine and sensitive information clearly and accurately using appropriate methods, demonstrating tact, empathy, and professionalism. Ensure confidentiality and compliance with data protection requirements, and adapt communication to overcome barriers such as language differences or varying levels of understanding, supporting effective communication with all staff, patients, and service users.
- Create a positive working environment to creating open communication for the free exchange of ideas and feedback.
- Build relationships with internal and external parties and view problems and solutions from different perspectives.
- Participate in meetings as and when required.
- Conduct Catering staff meetings as appropriate and at the agreed frequencies (agendas and minutes to be completed).
- Ensure appropriate liaison with nursing staff, the Site Practitioners and Infection Prevention & Control to ensure services are delivered in accordance with relevant standards.

## ANALYTICAL/JUDGEMENTAL SKILLS

- Assist in the management of all operational aspects of the department at each site to ensure appropriate staffing, controls and systems are implemented and monitored to ensure a high-quality service is provided.
- On an on-going basis, assist in the reviewing the provision of services to ensure a high quality and cost-effective service which meet the requirements of the Trust and other service users.
- Analyse and interpret information and situations to assist in the making of informed business decisions and ensure efficiency of the operation.
- Assist the Patient Meals Manager in carrying out risk assessments, requiring analysis of a range of facts and situations, the overall requirement will be the safety of staff, patients and visitors affected by Facilities Services' staff in the performance of their duties.

## **PLANNING/ORGANISATIONAL SKILLS**

- To ensure that the team prepares and cooks food according to professional standards, while following hygiene and health & safety procedures.
- Demonstrates strong planning and organisational skills in managing complex work schedules, including the allocation and reallocation of tasks and staff to ensure patient meal services run efficiently.
- Coordinates daily kitchen operations to meet organisational requirements, anticipating and resolving conflicts or staffing challenges as they arise.
- Priorities tasks effectively in a fast-paced environment, ensuring that all patient meals are prepared and delivered on time while maintaining quality and compliance with food safety standards.

## **PATIENT/CLIENT CARE**

- Address food service issues, incidents, and patient feedback
- Ensure meals meet prescribed therapeutic and special diets
- Oversee texture-modified diets (soft, pureed, thickened fluids) as required
- In the provision of patient nutrition services to interact routinely with services users to ensure that a customer focused service is provided that meets user and Trusts expectations.
- Ensure safe practice to minimise the risks to patients and staff in accordance with national and Trust policies.

## **POLICY/SERVICE DEVELOPMENT**

- Assist with developing, reviewing, updating, and implementing policies and procedures for the Department; implement policies within own work area and propose changes to working practices or procedures in that area, referencing national profiles and standards where appropriate.
- To ensure that policies and Standard Operating Procedures for the sites are executed and changes to working practices are implemented within the department and to assist in the implementation of changes to legislation and policy across the organisation.
- Pro-actively look to recommend improvements to your work processes by providing suggestions and solutions.
- Establish a clear, efficient service delivery methodology by setting measurable expectations, leading your team proactively, and continuously refining processes to ensure excellent results.
- Participate in planning future developments of the service.
- Assist the Patients Meals Service Manager with exploring and implementing where possible future industry innovation with a view to improving services.

## **FINANCIAL/PHYSICAL RESOURCES**

- Careful use of own equipment
- Report any damages or broken equipment to estates.
- Responsible for appropriate usage of stock items with the department and ensure food wastage is minimal.
- To manage staffing costs including monitoring of overtime, sickness and annual leave.
- Assist in the oversight to ensure an effective and accurate monthly staff payroll system by use of the Healthroster function.
- Ensure that stock control at each site is managed effectively and efficiently.

## HUMAN RESOURCES

- Foster people's equality, diversity and rights and to uphold Trust Values
- Provide day to day oversight and management of the Catering Services staff.
- To undertake both informal and formal sickness absence management, and to assist the Patient Meals Service Manager in reviewing absence management, in line with the Trust's Promoting a Positive Working Environment Policy and related procedures.
- To participate in, and where required lead, the recruitment and selection of Catering Service Assistant staff, assisting the Patient Meals Service Manager to ensure resources and vacancies are maintained at optimum levels.
- Undertake regular personal development reviews (PDR) for Supervisors and other staff and to ensure that the PDR system has a positive impact on the performance of staff within the service area, and assists in identification of staff development needs.
- Ensure that the skills and competence of all staff is monitored on a regular basis by the Supervisors.
- To undertake informal and formal performance management in line with the Trust's Managing Promoting a Positive Working Environment Policy, and to ensure that operational and HR policies and procedures are understood by staff and effectively implemented through monitoring.
- To provide training and guidance to new staff and apprentices in own work area
- To provide leadership and support to the Supervisors and staff across the sites to ensure an effective and efficient delivery of operational requirements.
- Coach, support and motivate all direct report employees in order to develop and improve their performance, to meet requirements and to ensure appropriate behavior and conduct in line with NHS and RDUH Trust Values.
- Maintain an induction programme for all members of staff within the department using current methods of work contained within relevant procedures.
- Co-ordinate with Supervisors to monitor all staff mandatory training as required

## INFORMATION RESOURCES

- To set up an effective communication system by holding regular planned meetings with supervisors for information sharing, recording the outcomes of those meetings, and ensuring that necessary actions are taken to share relevant information with other staff groups.
- Report all operational issues to the Patient Meals Services Manager for inclusion in the divisions review documents.
- Continually monitor the efficiency and effectiveness of services through the Trusts audit software management system and results.

## RESEARCH AND DEVELOPMENT

- Complete audits and surveys as and when required.
- Ensure kitchen audits are undertaken on a regular basis and assist in audit activity, when required.
- Take part in the annual PLACE assessments across the sites, when required.
- Ensure appropriate and effective risk management processes are in place.

## PHYSICAL SKILLS

- Competent in using standard keyboards and basic IT equipment to manage team planning, ordering, and documentation effectively.

## PHYSICAL EFFORT

- Occasional: Safely operate kitchen equipment and undertake manual handling tasks involving loads of up to 20kg, in line with health and safety guidelines.
- Frequent: Engage in periods of prolonged standing associated with food preparation, supervising staff, and overseeing service operations.
- Occasional: Assist staff with physically demanding tasks during peak service times, ensuring safe and timely meal delivery.

- Periodically required to undertake physical exertion to perform critical tasks, such as moving trays, handling bulk supplies, or supporting staff during busy periods.
- Able to sit for prolonged periods to complete administrative duties, including staff scheduling, reporting, and record keeping.

#### **MENTAL EFFORT**

- Frequent concentration, particularly where the work pattern is unpredictable, for dealing with queries, entering data onto IT systems, and the provision of written communication
- Assessment of potential hazards.

#### **EMOTIONAL EFFORT**

- Occasional exposure to distressing or emotional circumstances, when participating in staff attendance or performance issues.

#### **WORKING CONDITIONS**

- Often unpleasant working conditions, i.e. dirt, smells, harsh or severe weather and extreme temperatures i.e. kitchen working, and working in commercial freezers
- Potential exposure to clinically low-level hazards, including: Handling food trays, trolleys, and utensils that may have minor contamination from patient areas.
- Prolonged use of computer screens (VDUs) is required as part of daily work activities, including data entry, report generation, and communication.

#### **OTHER RESPONSIBILITIES**

- Take part in regular performance appraisal.
- To ensure own actions reduce risks to health and safety and to promote a health and safety culture within the workplace. Always work in compliance with rules and working practices. Report all unsafe situations, incidents and accidents as appropriate.
- To observe and ensure all Catering Services staff fully observe the Trusts Infection Control policy at all times to include: hand washing, food safety Management system.
- Where necessary to provide advice and support to other departments within the Operational Support Unit.
- Where appropriate to the grade, undertake such duties as deemed necessary as directed by your manager in order to assist the ward team in carrying out patient care and to ensure that patients' needs are met.
- 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 yourself 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.

#### **APPLICABLE TO MANAGERS ONLY**

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

#### **DISCLOSURE AND BARRING SERVICE CHECKS**

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

#### **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.



<ul style="list-style-type: none"> <li>• Remain focused in challenging situations</li> <li>• Awareness of diversity and equality issues within the NHS. Able to work as a team member.</li> <li>• Flexibility with working times to include earlier starts, later finishes and weekends if/when required</li> <li>• Strong Team Leader with ability to work within a multi-disciplinary team</li> <li>• Professional in conduct and attitude</li> <li>• Dynamic, self-motivated and positive attitude</li> </ul>	E E  E E E E	
<p><b>Other Requirements</b></p> <ul style="list-style-type: none"> <li>• Flexible in the requirements of the role</li> <li>• The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</li> <li>• Ability to travel to other locations as required.</li> </ul>		

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunization Screening</b>					
Laboratory specimens	N				
Contact with patients			Y		
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 sensitizers (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)				Y	
Heavy manual handling (>10kg)			Y		
Driving	N				
Food handling					Y
Night working	N				
Electrical work	N				
Physical Effort				Y	
Mental Effort			Y		
Emotional Effort			Y		
Working in isolation	N				
Challenging behaviour			Y		