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***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS** | |
| **Job Title** | Catering Retail Services Manager |
| **Reports to** | Deputy Service Manager, Sub division A, Facilities |
| **Band** | 6 |
| **Department/Directorate** | Catering Services / Estates and Facilities Management |

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| **JOB PURPOSE** | |
| * The post holder is required to ensure the provision and maintenance of a high quality catering services to patients, staff and visitors who use the catering services. * To organise and manage on a day to day basis the retail service teams both in the main kitchen and with in all the catering retail units in providing catering support ensuring the provision of an efficient, hygienic and quality service whilst meeting the needs of all staff, visitors and patients. * To ensure that all duties and responsibilities are carried out in association with the role of first line management. * The post holder will be responsible for the daily catering services management support on the Wonford and Heavitree sites. * To ensure that services comply with E.H.O, national guidance and legislation and Trust policies. | |
| **KEY WORKING RELATIONSHIPS** |  |
| * Head of Facilities Management * Service Manager, Facilities * PMS Services Manager * Catering Supervisors / Team Leaders * Administration Team * Training & Audit Department * Infection Prevention & Control team * Catering Assistants * Chefs * Catering Stores Team * Estates staff * Dietetics Department * Patients & Visitors * Nursing and Clinical Staff | |

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| **ORGANISATIONAL CHART** |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To ensure that appropriate staffing, controls and systems are implemented and monitored to ensure a high quality service is provided to patients, staff and visitors. * To ensure that the catering services operational and supervisory teams undertake the duties required of them in order to provide our service users with a professional, reliable and proactive service. * To adhere to the Food Safety Act 1990, EU Food Hygiene Regulations 852/2004, and the Trust Food Safety Management Policy. * To participate in future developments of the catering service. * To ensure appropriate liaison with Dieticians and Infection Prevention & Control to ensure services are delivered in accordance with relevant standards. * To ensure special dietary requirements are met and food allergy information is up to date and available. * To ensure that relevant Health and Safety and other legislation is adhered to at all times within Catering and that records are kept to demonstrate this. Investigating minor incidents / accidents in conjunction with the Risk Management Department as required. * Ensuring adequate supplies are ordered and issued through a close working relationship with the Catering store persons. * To ensure appropriate liaison with the Estates Department to ensure that the fabric of the building and all plant and equipment within the department is kept in accordance with relevant standards and regulations. Liaise with the Estates department to ensure access can be granted to sub-contractors as and when required. * To develop and maintain all contingency arrangements to ensure business continuity during periods of major incident and untoward incidents in liaison with the Trust’s Senior Management. * Liaise regularly with both clinical and non-clinical service users and other departmental managers to ensure that the services provided are fit for purpose, and re-organise and redesign services where improvements or amendments are required. * Respond to letters, e-mails and telephone queries from other departmental managers, staff groups, patients and users of the service on a daily basis. * To participate in the annual Patient Led Assessments of the Care Environment (PLACE) as required. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * Use the most appropriate form of communication to pass and receive information that can be clearly and readily understood by catering staff, medical and nursing staff ,patients, visitors and users of the service. * To provide leadership and support to the Operations Manager, Assistant Managers, Supervisors and staff to ensure the effective and efficient delivery of operational targets and drive further service improvements. * To lead and develop effective communication systems for the Catering Services Department. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * To manage all aspects of the Royal Devon University Healthcare Retail Catering Services ensuring that costs, quality, quantity and timing of all service provision is within agreed standards and within those costs as allocated through the budget. * To manage all aspects of the Retail Catering Service to ensure appropriate staffing, controls and systems are implemented and monitored to ensure a high quality service is provided. * To maintain and review the provision of in-house and third party contracted services to ensure a high quality and cost effective service which meet the requirements of the Trust, other service users, and nationally recognised legislation |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * To maintain a Training & Induction programme for all members of staff within the Retail Catering Service using current methods of work contained within relevant procedures. * To re-deploy staff as required on a day to day basis and as a contingency arrangement to ensure continuity of the service during periods of breakdown, PPM and/or Major Incidents and untoward incidents in liaison with the Trust’s Senior Management. * To organise and undertake all mandatory training as required in conjunction with the Training Officer. * To participate in planning future developments of the Retail Catering Service * To prioritise workloads to enable Retail Catering Services to be completed within specified timescales. * To effectively plan the Catering operational systems to ensure the workforce is flexible and efficient to meet the Trusts Catering requirements e.g. staff rosters, work schedules, work instructions and procedures. |
| **PHYSICAL SKILLS** |
| * Standard keyboard required. |
| **PATIENT/CLIENT CARE** |
| * To interact routinely with services users to ensure that a customer focused retail meals service is provided that meets user expectations. * Co-ordination of investigations relating to Catering Services issues and the development of action plans arising from those investigations. |
| **POLICY/SERVICE DEVELOPMENT** |
| * Prepare specific departmental policies and guidelines as required and to ensure all necessary risk assessments are carried out within the department in liaison with appropriate advisors as necessary. * To ensure that relevant Health and Safety and other legislation is adhered to at all times within the Retail Catering Services / Department and that records are kept to demonstrate this. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * To direct, manage and control all service operations ensuring all purchases, production, distribution and service operate within agreed budget and to agreed standards. * To provide financial forecasts for expenditure and income levels within all areas of the service department to enable strategic planning to be undertaken. * To manage staffing costs including monitoring of overtime, sickness and annual leave to ensure a cost-effective service is provided within stipulated budgeted targets. * To ensure the Trust’s financial instructions are adhered to. * Maintain appropriate records accordingly. * To liaise with Procurement to ensure all goods and consumables are purchased according to the appropriate guidelines and contractual agreements and that all purchases are within the allocated departmental budget. * Where appropriate, to be the authorised signatory for the department’s monthly pay spend and supplier invoices. * Use and oversee the correct and efficient use of all automated software systems such as EROS, ESR, Healthroster and CCW Auditing Tool. |
| **HUMAN RESOURCES** |
| * To manage the recruitment of Catering – Retail Catering Services staff ensuring an appropriate skill mix to facilitate the provision of a cost-effective and efficient service. * To ensure that HR policies and procedures are known to staff and by monitoring, ensure they are implemented and appropriate records kept. * To manage the sickness and absence levels and to comply with Trust guidance on appropriate levels of sickness. * To implement and monitor a PDR system that has a positive impact on the performance of staff within the production/service area and assist in identifying staff development needs. * To identify training and development needs for members of the Retail Catering Service Department staff to enable the department to meet their objectives and to meet those needs within the agreed financial constraints. * Ensure that the skills and competence of all Retail Catering service staff is monitored on a regular basis by the supervisors. |
| **INFORMATION RESOURCES** |
| * To set up an effective communication system by having regular planned meetings with Supervisory Staff for information sharing. * To record the outcomes of those meetings and to ensure that action is taken where necessary to share this information with basic grade staff. * To provide regular reports on all operational issues to the Service Manager for inclusion in the divisions review documents. * To have an advanced understanding of how the Trust Catering management system operates ad ensure that tasks are prioritised to make the most efficient use of retail catering service staff * To continually monitor the efficiency and effectiveness of Retail Catering services through the Trusts software management system. |
| **RESEARCH AND DEVELOPMENT** |
| * Complete audit and surveys as and when required. * Review all possible options for the future strategic development of the department, ensuring that any feasible and cost effective development is discussed with all relevant personnel and that statistics are presented to indicate either cost savings or positive improvements to the services provided. |
| **FREEDOM TO ACT** |
| * Ensure appropriate and effective risk management processes are in place within the Retail Catering Service / Department. * Reduce the level of risk within departments by planning and implementing risk reduction strategies. * Inform the Service Manager or Deputy Service Manager, Facilities if there are insufficient resources to control the risks to an acceptable level and to ensure that the risk is added to the Risk Register. |
| **OTHER RESPONSIBILITIES** |
| * To take part in regular performance appraisal. To attend meetings, (e.g. Sub Division A, Catering & Dietetics, FM SGG, ) and any other ad hoc as required. * To undertake any training required in order to maintain competency including mandatory training, i.e. Fire, Manual Handling, Equality & Diversity, Governance, etc… * To support the Service/ Catering Manager in ensuring all staff comply with relevant Health and Safety Legislation, including Risk Assessments and COSHH and that it is adhered to at all times within the Catering Department. Maintain the Departmental Risk Register. * To contribute to and work within a safe working environment. * The post holder is 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. * Where appropriate to the grade, undertake such duties as deemed necessary in order to ensure the delivery of a clean, safe environment for patients, visitors and staff. * To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling * To contribute to and work within a safe working environment * The post holder is 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. |
| **APPLICABLE TO MANAGERS ONLY** |
| Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need.  Proportion of line managers whose job descriptions include supporting employee health and wellbeing.  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. |
| **THE TRUST- VISION AND VALUES** |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:  Honesty, Openness & Integrity  Fairness,  Inclusion & Collaboration  Respect & Dignity  We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.  We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.  We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. |
| **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.  The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462. |



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| **POST** | Retail Catering Services Manager |
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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATIONS/SPECIAL TRAINING :**  Experience in Catering Management within the healthcare or the hospitality industry  Degree or equivalent experience and skills to degree level  Basic Health and Safety certificate  Recognised Management/Leadership qualification | D  D  D  D | E  E  E  E |
| **KNOWLEDGE/SKILLS:**  Excellent IT skills and experience  Excellent communications skills– written and verbal  Knowledge of risk management systems  Good understanding of health and safety  Ability to communicate with staff at all levels  Ability to prioritise workload, issue accordingly and achieve deadlines  Ability to use own initiative & make decisions affecting the operational service of the department  Basic financial awareness  Knowledge of stock control - ordering and issue  Knowledge of Quality Control / Monitoring systems | E  E  D  E  E  E  E  E  D  D | E  E  E  E  E  E  E  E  E  E |
| **EXPERIENCE:**  Minimum of 2 years Management experience within a busy Hospital based department / service  Proven experience of catering services within a large organisation  Proven customer care experience  Experience of working within a healthcare environment  Experience of managing a staff group | D  E  E  D  E | E  E  E  E  E |
| **PERSONAL REQUIREMENTS:**  Satisfy the DBS enhanced proprietary check  Highly developed interpersonal skills including conflict management.  Proven track record as an excellent team player  Self-motivated and able to manage own time and meet deadlines  A flexible approach to work  Sound political judgement and experience in working with diverse interest groups  Strong sense of commitment to openness, honesty and integrity in undertaking the role | E  E  E  E  E  E | E  E  E  E  E  E |
| **OTHER REQUIREMENTS:**  Commercially aware / customer focused.  Negotiation Skills.  Ability to be flexible with respect to working hours.  Ability to work under pressure.  Holder of a valid driving licence. | E  E  E  E  E | E  E  E  E  E |



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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | Y |  | O |  |  |
| Contact with patients | Y |  | O |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | Y |  | O |  |  |
| Laboratory specimens | Y |  | O |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| 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 |  |  |  |  |
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| **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 |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  | F |  |
| Heavy manual handling (>10kg) | Y |  | O |  |  |
| Driving | Y | R |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | N | R |  |  |  |
| Mental Effort | Y |  |  | F |  |
| Emotional Effort | Y |  | O |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y | R |  |  |  |