

JOB DESCRIPTION

JOB DETAILS	
Job Title	Catering Retail Manager
Reports to	Deputy Service Manager
Band	6
Department/Directorate	Catering Services / Estates and Facilities Management

JOB PURPOSE

- The postholder will be responsible for providing timely, efficient and effective operational management ensuring that Retail Catering Services are responsive, are provided to the highest possible standards and are user focused.
- To identify changing demand on the services, developing and implementing, in conjunction with the Service Manager and Deputy Service Manager, plans to meeting them and supporting the change management process.
- To ensure that services comply with national standards and legislation as well as Trust policies.
- The post holder is required to ensure the provision and maintenance of a high-quality retail catering service to patients, staff and visitors.
- To organise and manage on a day to day basis the catering retail service teams, both in the main kitchen, and within 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 and Nightingale sites.
- To ensure that services comply with E.H.O, national guidance and legislation and Trust policies.

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.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: Management of the Trust's Retail Catering Services

No. of Staff reporting to this role: 80 WTE

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.

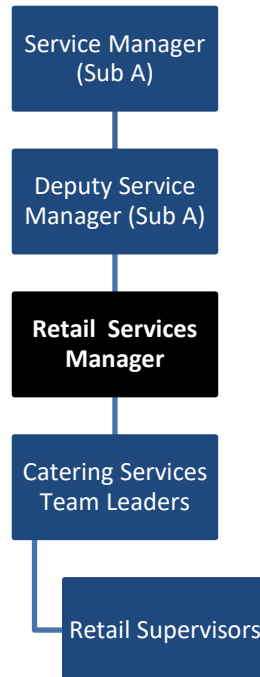
This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Director of Estates and Facilities • Deputy Director of Estates and Facilities • Head of Facilities Management • Deputy Head of Facilities Management • Service Managers • Deputy Service Managers • PMS Manager • Catering Supervisors / Team Leaders • Administration Team • Training & Audit Department • Infection Prevention & Control team • Catering Assistants • Chefs 	<ul style="list-style-type: none"> • Other NHS Trusts • Waste Management Providers • Environmental Health Organisation

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| <ul style="list-style-type: none">• Catering Stores Team• Estates staff• Dietetics Department• Patients & Visitors• Nursing and Clinical Staff | |
|--|--|

ORGANISATIONAL CHART



FREEDOM TO ACT

- To ensure there is sufficient resources to manage the service and to take the necessary actions to resolve any issues
- Act on own initiative in seeking out opportunities for the development of Retail Catering Services
- Organises own diary and work plan.
- Must be flexible with approach to work and hours.
- Ensure appropriate and effective risk management processes are in place within the Retail Catering Department.
- 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.
- Acts independently within statutory requirements governing all aspects of food storage, purchase and preparation.

COMMUNICATION/RELATIONSHIP SKILLS

- Use the most appropriate form of communication to pass and receive information that can be clearly and readily understood by retail staff, medical and nursing staff patients and users of the service.
- To provide leadership and support to the Team Leaders, 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 Retail Catering Services Department.
- Engage with suppliers and other stakeholders to ensure efficiencies and quality of service.

ANALYTICAL/JUDGEMENTAL SKILLS

- To manage all operational aspects of the Retail Catering Department ensuring 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 is delivered which meet the requirements of the Trust, other service users and nationally recognised legislation.
- To manage all aspects of the 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.

PLANNING/ORGANISATIONAL SKILLS

- To deploy staff as required on a day to day basis and as a contingency arrangement to ensure continuity of the service during periods of untoward incidents in liaison with the Trust's Senior Management
- To support the effective planning of operational systems to ensure the workforce is flexible and efficient to meet the Trusts requirements e.g. staff rosters, work schedules, work instructions and procedures
- To undertake a range of complex activities such as service redesign and estate redevelopment which may involve capital expenditure
- To maintain a Training & Induction programme for all members of staff within the department using current methods of work contained within relevant procedures
- To co-ordinate all staff mandatory training as required
- To lead in the planning and future development of Retail Catering Services ensuring that they provide effective support clinical services and their patients
- To prioritise workloads to enable activities to be completed within specified timescales
- The post holder will be required to work in a systematic and methodical way to ensure a range of statutory and legal requirements are met
- To continually review Retail Catering Services to ensure that Estates & Facilities Management are providing efficient and cost-effective services
- To effectively plan the Retail Catering operational systems to ensure the workforce is flexible and efficient to meet the Trusts requirements e.g. staff rosters, work schedules, work instructions and procedures.

PATIENT/CLIENT CARE

- To interact routinely with services users to ensure that a customer focused service is provided that meets user expectations
- Ensure safe practice to minimise the risks to patients and staff in accordance with national and Trust policies
- Co-ordination of investigations into incidents relating to Retail Catering Services issues and the development of action plans arising from those investigations.
- To ensure that weekly audits are undertaken across all retail sites with a view to providing a safe and clean environment
- To interact routinely with stakeholders to ensure that a nutritional, customer focused service is provided at all retail sites.

POLICY/SERVICE DEVELOPMENT

- To ensure that relevant Health and Safety and other legislation is adhered to at all times within Retail Catering Services and that records are kept to demonstrate this.
- To ensure full compliance with all local Trust Policies including the cleaning policy, waste management, risk management, infection control, food hygiene and food management policies
- Prepare specific departmental policies and guidelines as required to ensure all necessary risk assessments are carried out within the department in liaison with appropriate advisors as necessary.
- To work with the facilities Governance Manager to ensure departmental risk assessments and risk registers are up-to-date.

FINANCIAL/PHYSICAL RESOURCES

- To manage and control all service operations ensuring that all purchases, production, distribution and services operate within agreed budget and to agreed standards.
- To be the budget holder and be responsible for the pay and non-pay budgets for all Catering Retail sites, including the procurement of capital equipment where required.
- To manage staffing costs including monitoring of overtime, sickness and annual leave and to ensure a cost-effective service is provided within stipulated budgeted targets.
- To oversee an effective and accurate monthly staff payroll system.

- To direct, manage and control all service operations ensuring all purchases, production, distribution and service operate within agreed budget and to agreed standards.
- 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.
- To ensure the Trust's financial instructions are adhered to.
- To manage and be responsible for the financial and physical resources for Catering Retail Services
- Use and oversee the correct and efficient use of all automated software systems such as Unit4, ESR, HealthRoster and Datix.
- To provide financial forecasts for expenditure and income levels within all areas of the service department to enable strategic planning to be undertaken.

HUMAN RESOURCES

- To manage the recruitment of Retail Catering 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 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
- Ensure that the skills and competence of all staff is monitored on a regular basis by the supervisors & assistant managers
- To identify training and development needs for members of the Retail Catering staff to enable the department to meet their objectives and to meet those needs within the agreed financial constraints.
- To ensure that all staff observe the Trust uniform and dress code policy at all times whilst on duty.
- Ensure that the skills and competence of all Catering Retail staff is monitored on a regular basis by the supervisors.

INFORMATION RESOURCES

- Set up an effective communication system by having regular planned meetings with the Team Leader and Supervisors for information sharing and problem solving
- To record the outcomes of those meetings and to ensure that action is taken where necessary to share this information with other staff groups
- Ensure appropriate and effective risk management processes are in place
- To provide regular reports on all operational issues to the Service Manager and Deputy Service Manager for inclusion in the divisions review documents.
- To have an advanced understanding of how the Trust Catering management system operates and ensure that tasks are prioritised to make the most efficient use of retail catering service staff

RESEARCH AND DEVELOPMENT

- Complete audit and surveys of own and department's work activities as and when required.
- To work with the Service Manager and Deputy in exploring and implementing where possible future industry innovation with a view to improving services. To be responsible for and to lead on such matters for Retail Catering
- To assist in the development and implementation of Trust recognised systems used to ensure effective business monitoring
- 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.

PHYSICAL SKILLS

- Requirement to use VDU equipment on a daily basis, sometimes for prolonged periods.
- Ability to prioritise response based on dynamic risk assessment.
- Knowledge of a wide range of Facilities equipment, i.e. cleaning equipment and catering products.
- Driving licence required to visit multiple retail sites.
- Standard keyboard required

PHYSICAL EFFORT

- Ability to handle catering equipment, furniture and potentially heavy loads in excess of 10kg.
- There is a frequent requirement for sitting or standing for a substantial proportion of the working time, i.e. being on one's feet for prolonged spells during outlet visits

MENTAL EFFORT

- There is a frequent requirement for concentration, i.e. when producing budgetary reports, rosters and menus
- Frequent concentration required when analysing budgets, menu's, allergens and calorific values

EMOTIONAL EFFORT

- Requirement to impart news on performance and attendance matters to staff on a frequent basis.

WORKING CONDITIONS

- Exposure to a noisy and busy kitchen environment on a daily basis.
- Requirement to use VDU more or less continuously on most days.
- Office and kitchen environment with exposure to hot temperatures

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

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.

PERSON SPECIFICATION

Job Title	Retail Catering Manager
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Experience in Catering Management within the healthcare or the hospitality industry	E	
Degree or equivalent experience and skills to degree level	E	D
Basic Food Hygiene certificate		D
Recognised Management/Leadership qualification	E	
KNOWLEDGE/SKILLS		
Excellent IT skills and experience	E	
Excellent communications skills– written and verbal	E	
Knowledge of risk management systems	E	
Good understanding of health and safety	E	
Ability to communicate with staff at all levels	E	
Ability to prioritise workload, issue accordingly and achieve deadlines	E	
Ability to use own initiative & make decisions affecting the operational service of the department	E	
Understanding of budgetary management	E	
Knowledge of stock control - ordering and issue	E	
Knowledge of Quality Control / Monitoring systems	E	
EXPERIENCE		
Minimum of 2 years Management experience within a busy Catering based department / service	E	
Proven experience of catering services within a large hospital organisation		D
Proven customer care experience	E	
Experience of managing a large staff group	E	
PERSONAL ATTRIBUTES		
Satisfy the DBS enhanced proprietary check	E	
Highly developed interpersonal skills including conflict management.	E	
Proven track record as an excellent team player	E	
Self-motivated and able to manage own time and meet deadlines	E	
A flexible approach to work	E	
Sound political judgement and experience in working with diverse interest groups	E	
Strong sense of commitment to openness, honesty and integrity in undertaking the role	E	
OTHER REQUIREMENTS		
Commercially aware / customer focused.	E	
Negotiation Skills.	E	
Ability to be flexible with respect to working hours.	E	
Ability to work under pressure.	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)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
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				F
Heavy manual handling (>10kg)	Y		O		
Driving	Y		O		
Food handling	Y				F
Night working	N				
Electrical work	N				
Physical Effort	Y		O		
Mental Effort	Y/N				F
Emotional Effort	Y		O		
Working in isolation	N				
Challenging behaviour	Y		O		