***“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”***

J

O

B

D

E

S

C

R

I

P

T

I

O

N

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

|  |
| --- |
| **JOB PURPOSE**  |
| To monitor and control services to ensure we are providing an efficient, quality service which meets the needs of our diverse customer base, and to organise and supervise staff on a daily basis and ensure that all duties and responsibilities are carried out in accordance with all Health and Safety procedures. |
| **KEY WORKING RELATIONSHIPS**  |  |
| Service Manager - FacilitiesPatient Meal Service ManagerRetail Catering ManagerCatering Team LeadersWard HousekeepersOffice AdministratorsCatering SupervisorsDiet / PMS ChefsCatering Assistants |

|  |
| --- |
| **ORGANISATIONAL CHART**  |
|  |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES**  |
| * Supervison of catering assistants
* Security of trust property – provisions and monies.
 |
| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| * To ensure effective communications are maintained between all internal and external departments including meal orders and provisons ordering, ensuring that all information is recorded and communicated.
* To liaise with the Kitchen and Ward Housekeeper to ensure the food distribution systems are of the agreed standard in terms of 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 staff 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**  |
| * Standard keyboard skills required.
* Requirement to be able to operate and move trolleys and other mobile equipment including Meal Regeneration trolleys
 |
| **PATIENT/CLIENT CARE**  |
| * Contact with patients may be required during the course of your normal responsibilities in the outlets or ward 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**  |
| * To receive and issue all stores materials (Food / Non-Food Items), ensuring that all deliveries and issues are checked against an order and are subsequently dealt with in accordance with stores procedures ensuring:
* Quality of all products (i.e. not damaged), correct amounts
* Checking Sell/Use By dates
* Stock is rotated prior to storage
* To ensure that the Quality and quantity of all commodities received within the Patients Meal Service section are as specified and to rectify any problems with management as they arise.
* To maintain a requisitioning system of ordering from stores, requirements from Wards to ensure patient's expectations are met.
* To monitor and control all issues to other departments whilst ensuring that all appropriate records are maintained.
* To monitor and control wastage to agreed levels within all areas of responsibility to the agreed acceptable levels 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 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 support facility ensuring staffing levels is appropriate and that all implemented controls and systems are monitored, recorded and a service of the highest quality is provided to patients.
* In conjunction with the Catering Management to provide appropriate staffing levels and skill mix to ensure a cost-effective service.
* 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 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 kitchen.
 |
| **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
 |
| **OTHER RESPONSIBILITIES**  |
| * To take part in regular performance appraisal.
* 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. |
| **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 & IntegrityFairness,Inclusion & CollaborationRespect & DignityWe 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. |

|  |  |
| --- | --- |
| **POST** PERSONSPECIFICATION | Catering Supervisor |
| **BAND**  | 3 |

|  |  |  |
| --- | --- | --- |
| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING*** Good Basic education/ Numerate and Literate
* Basic Food Hygiene Certificate
* Manual Handling
* N.V.Q Level 3 in Hospitality Supervision
 | EDDD | EEEE |
| **KNOWLEDGE/SKILLS*** Good Customer Service/able to demonstrate experience
* Ability to work on own/ use initiative
* Good Team Player
* Understanding the importance of Health and Safety
* Aware of current food trends
* Understanding the concept of quality
 | EEEEEE | EEEEEE |
| **EXPERIENCE** * Working in a Catering Environment
* Confident using Catering Equipment
* Working with members of public
* Experience both in preparation and service of food
* Day to Day Supervisory Experience
 | DDDDE | EEEEE |
| **PERSONAL ATTRIBUTES** * Polite and Articulate
* Smart and Presentable Appearance
* High Standard Personal Hygiene
* Flexible Attitude
* Professional Attitude
* Excellent interpersonal skills and communicator
 | EEEEEE | EEEEEE |
| **OTHER REQUIRMENTS** * Customer focussed
* Ability to work under pressure
* Commercially aware
* To follow departmental regulations
* Team Worker
* Ability to quickly assimilate training
 | EEEEED | EEEEEE |

|  |  |
| --- | --- |
|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **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 |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | Y |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | Y |  |  |  |  |
| Animals | Y |  |  |  |  |
| Cytotoxic drugs | Y |  |  |  |  |
|  |  |  |  |  |
| **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) | N |  |  |  |  |
| Heavy manual handling (>10kg) | Y |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | Y |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | N |  |  |  |  |
| Mental Effort  | N |  |  |  |  |
| Emotional Effort  | N |  |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | N |  |  |  |  |

**COMPETENCY REQUIREMENTS** To be completed for all new positions

Please tick which of these essential learning s is applicable to this role.

(**NB** those that are mandatory for all staff with no variation on frequency are pre-populated with a tick)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Manual Handling – Two Year | [x]  | Blood Transfusion | BDS18 collection | [ ]  | Consent Training | [ ]  |
| Equality & Diversity – One-Off requirement |[x]   | BDS 19 & 20 Preparing & Administering  | [ ]  | VTE Training | [ ]  |
| Fire | Annual | [ ]  |  | BDS 17 Receipting | [ ]  | Record management and the NHS code of practice | [ ]  |
|  | Two Yearly | [x]  |  | Obtaining a blood sample for transfusion | [ ]  | The importance of good clinical record keeping  | [ ]  |
| Harassment & Bullying (Self Declaration – One off requirement) | [x]  |  | Annual Update | [ ]  | Antimicrobial Prudent Prescribing  | [ ]  |
| Information Governance | [x]  | Safeguarding Adults Awareness | Clinical Staff | [ ]  | PUCLAS | [ ]  |
| Infection Control/Hand Hygiene | Annual requirement | [ ]  |  | Non Clinical Staff | [ ]  | Mental Capacity/DOL’s | [ ]  |
|  | One-Off requirement | [ ]  | Safeguarding Children | Group 1 | [ ]  | Investigations of incidents, complaints and claims | [ ]  |
| Conflict Resolution – 3 yearly | [ ]  |  | Group 2 | [ ]  | Waterlow | [ ]  |
| Clinical Waste Management | Application principles for clinical staff | [ ]  |  | Group 3 | [ ]  |  | [ ]  |
|  | Application principles for housekeeping, portering and waste staff | [ ]  |  | Group 4 | [ ]  |  | [ ]  |
|  | Application principles for Non-clinical waste handlers (Basic) | [x]  |  | Group 5 | [ ]  |  | [ ]  |
| Falls, slips, trips & falls | Patients | [ ]  |  | Group 6 | [ ]  |  | [ ]  |
|  | Staff/Others | [x]  |  | Not mapped this one | [ ]  |  | [ ]  |
| Control & Restraint Annual | [ ]  |  | Group 8 | [ ]  |  | [ ]  |