

JOB DESCRIPTION

POST TITLE:	Senior Catering Supervisor
BAND:	Band 4
DIVISION:	Estates and Facilities
BASE:	Royal Blackburn Teaching Hospital with travel across all ELHT sites
REPORTS TO:	Food Safety & Quality Assurance Manager/Food Production Manager
RESPONSIBLE FOR:	Catering Supervisors and Chefs

ORGANISATION CHART**JOB SUMMARY**

The post-holder will provide daily operational management to the Catering Services Team, including controlling rotas and resources and organising, developing, and improving the catering service throughout the Trust. They will be responsible for overseeing that there is sufficient staff on each site at any given time as demand determines and will oversee the completion of performance scorecards for each of the areas the supervisors are responsible for. The post holder will play an active part in leading the kitchen team to ensure the highest standards of food safety, quality, health and safety are achieved, and that these standards are maintained through constant monitoring. Ensuring the correct standards of cleanliness throughout the department with adherence to hygiene schedules by allocation of work and daily hygiene monitoring and recording. The post involves significant physical activity and travel between Trust facilities as required by the Service.

MAIN DUTIES

- Responsible for the day-to-day management and coordination of all catering staff and supervision on all of the East Lancashire Hospitals NHS Trust sites.
- Day to day organisation of the kitchen, including supervision, direction and control of all aspects of foodservice. Ensure the Trust guidelines on HACCP is followed
- Ensuring that the temperature probing of meals and the recording of temperatures are completed in accordance with departmental policies, ensuring all HACCP critical control points are recorded for each dish produced. Auditing within the department and at ward level, auditing food waste.
- Responsible for ordering stock items, ensuring that the correct storage procedures are followed. Report poor quality products to a senior member of staff.

- Ensure production continuously meets the demands of the service and propose changes where necessary.
- Ensuring the application of the departmental cleaning and hygiene standards and that the frequency of cleaning laid down in cleaning schedules are met.
- Ensure that risk assessments are complete for all tasks and that staff comply with them, in particular to manual handling and COSHH regulations.
- To be responsible for the production and day to day maintenance of the weekly rotas for catering staff to ensure adequate staffing levels are always maintained within budgetary limits and respond to daily rota pressures
- Identify hazards and effectively manage identified risks within the catering department.
- Organise and prioritise and adjust own workload to maintain and promote quality.
- Ensure departmental policies and procedures are implemented and followed by all staff and monitor staff performance. Assist with the management of performance issues.
- Provide advice and support as required and give feedback in a manner likely to maintain and improve performance.
- Ensure consistent use of standardised recipes and equipment is used safely and economically by chefs and all staff.
- Report mechanical and structural defects and make out requisitions for their repair to the Estates Department or other relevant parties.
- Responsible for carrying out daily audits and maintaining departmental records/information for investigations.
- Manage day to day HR management of discipline and sickness absence, ensuring supervisors complete regular reviews with their staff; escalating issues above their delegation levels and ensuring that the Catering Management team are kept fully informed of actions taken.
- Act as line manager for Supervisors and chefs throughout all the areas within the catering department.
- Participate in the recruitment process for catering staff up to and including chefs and all supervisory levels.
- Liaise with HR and Finance to ensure staffing levels are maintained as per establishment.
- Assist in monitoring revenue and expenditure ensuring the service provided continues to meet customer requirements.
- Participate in the PLACE process and be an active member of the team assisting in carrying out audits when required.
- To step down to support the duties of a supervisor when there is a short-term absence.

COMMUNICATION

- Communicates with manager on day-to-day operational business and all other members of the catering team; food production/development manager, food safety and quality assurance manager, supervisors, and Chefs
- Communication will be verbal, telephone and electronic and written means.
- Communications with service users, explaining the service, dealing with patient and customer complaints and or queries (can take place in a pressured environment due to demands on service at that time) and resolving any problems.

- Communications with suppliers (equipment and consumables), establishing training programmes and delivering training where appropriate.
- The post holder will be part of the management team and will meet with them regularly to discuss service developments and any new plans.
- Communications will also include HR issues, eg performance management, grievances, disciplinary issues, appraisals, sickness long term, short term and absence management.
- Responsible for holding regular meetings with the supervisors and Chefs

TRAINING AND DEVELOPMENT

- Ensure that all staff and external trainers are competently trained in their job role and that this is recorded.
- To organise, prepare and deliver training programmes for staff using new kitchen or other equipment or when changes to processes occur.
- Maintain compliant records of all training and development.
- To ensure that all staff are compliant in core mandatory training, statutory training and any training packages required as part of their role relating to food and hygiene standards.
- To ensure that a bank of temporary staff who can work within Catering to maintain staffing levels are available and competent.
- To manage own training and development within the role and Catering.

ORGANISATIONAL RESPONSIBILITIES

- Assist with the compilation and monitoring of departmental policies and procedures in line with current legislation and guidance.
- Full compliance of HACCP system (Hazard Analysis of Critical Control Points) within the Catering Department. Work to required EHO standards and guidelines.
- Ensure all service development reflects safe working practices and compliance with departmental/organisational policies and relevant legislation including COSHH and Health and Safety legislation.

EMPLOYMENT ACTS AND CODES OF PRACTICE

All employees are required to comply with employment legislation and codes of good practice.

Equality and Diversity

We are an Equal Opportunities employer and will do all we can to make sure that job applicants and employees do not receive less favourable treatment because of their age, sex, marital status, faith, race, disability or sexual orientation, or for any other reason that is not justified.

Health and Safety

In accordance with the Health and Safety at Work Act 1974, and other supplementary legislation, all employees are required to follow Trust Health and Safety policies and safe working procedures, take reasonable care to avoid injury during the course of their work, and co-operate with the Trust and others in meeting statutory requirements.

Infection Control

All employees must comply with Prevention and Control of Infection policies and attend any related mandatory training.

Sustainability and Corporate Social Responsibility

The Trust attaches great importance to Sustainability and Corporate Social Responsibility. It is the responsibility of all members of staff to ensure that the Trust's resources are used efficiently with minimum wastage throughout their daily activities

Risk Management

Employees are required to report every incident where the health and safety of themselves or others have been jeopardised (including near misses) and to carry out or participate in investigations into such incidents as required.

Safeguarding

All employees have a responsibility for safeguarding and promoting the welfare of children and adults. Further guidance can be sought from your Line Manager.

Data Protection Act

All members of staff are bound by the requirements of the Data Protection Act 1998.

Rules, Regulations, Policies, Standing Orders and Financial Instructions

All employees are required to comply with the rules, regulations, policies, standing orders and financial instructions of the Trust.

Research and Development Projects

Whenever you decide to undertake a piece of research, either as a Principal Investigator or Local Researcher, or Assistant Researcher, you must comply with the principles of Clinical Governance and the Research Governance Framework.

Development Review

Key performance objectives, development needs and compilation of a Personal Development Plan will be discussed and agreed at Annual Development Review meetings.

Training

Post holders are required to attend any relevant and mandatory training for the post.

Outside Employment / Outside Interests

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of East Lancashire Hospitals Trust. In accordance with the legislation on working time, it is a condition of employment that all staff must inform their line manager before taking up any private practice, work for outside agencies or other employers, other work for this Trust (including bank work) and/or voluntary work. This is to ensure there is no conflict of interest with your NHS duties.

Review of Job Description

This is not intended to be a comprehensive description of the duties of the post. Due to the Trusts commitment to continuous improvement, it is likely that the post will develop over time. These

duties will be subject to regular review and any amendments to this job description will be made in consultation and agreement with the postholder.

STANDARDS OF CONDUCT

Conduct duties with regard to values underpinning the Trust’s Vision “to be widely recognised for providing safe, personal and effective care”:-

Values:-

- Respecting the individual
- Putting patients and customers first
- Promoting positive change
- Acting with integrity
- Serving the community

Underpinning the Trust’s vision and values are the following key operating principles that influence the way in which the Trust does business: -

- Understand the world we live in and deal with it
- We are clinically led, and management supported
- Support departments support the front line
- Everything is delivered by and through Divisions
- Compliance with standards and targets are a given. They are the things we do to help secure our independence and influence
- Quality is our organising principle – driving quality up and cost down is not mutually exclusive
- We deliver what we say we need to

Post holders are expected to work flexibly within their pay band. They should only be expected to carry our activities for which they are competent. Alternatively, they may carry out the additional duties if they are receiving support or training in order to obtain the recognised level of competence.

The Trust operates a Tobacco Control Policy.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

NAME:
(PRINT)

SIGNED:

DATE:

PERSON SPECIFICATION
Senior Catering Supervisor

Knowledge, Experience and Training required for the Post	Essential at Recruitment √	Desirable/Developed within the Role √	Measured By A – Application I – Interview P – Presentation T - Test
Qualifications	<p>Level 3 Food Hygiene Certificate</p> <p>NVQ Level -3 In professional cookery or Equivalent chef qualification</p> <p>Good educational background to be able to deal with the requirements of the post.</p>	<p>Food Hygiene trainer/assessor qualified</p> <p>Knowledge of computerised catering systems.</p>	<p>A</p> <p>A</p>
Experience	<p>Experience in supervising and coordinating staff.</p> <p>Experience in recruitment and selection and the ability to manage staff resources flexibly within budget.</p> <p>Experience in setting staff rota to meet the demands of the service.</p>	<p>Recent work experience in a high-volume catering service.</p> <p>Recent experience in public sector catering services</p>	<p>A</p> <p>I</p> <p>I</p>
Knowledge and Skills	<p>Ability to work quickly and accurately.</p> <p>Must understand Health and Safety regulations, to ensure compliance within the department.</p> <p>IT literate, including standard office packages.</p>		<p>T</p> <p>I</p> <p>I&T</p>

Personal Attributes	<p>Must understand and enforce quality standards and departmental procedures.</p> <p>Strong organisational skills</p> <p>Good people management skills able to motivate, organise, performance manage, and identify development needs</p>		<p>I</p> <p>I</p> <p>I</p>
Other	Full UK Driving License and access to a vehicle	Actively seeks to develop their own knowledge, skills and	I
Essential or desirable	<p>Clear and accurate written communication.</p> <p>Effective listening skills.</p> <p>Be able to communicate and relate to a broad spectrum of individuals</p> <p>Friendly and approachable manner.</p> <p>Ability to take on board new ideas, skills and knowledge</p>	ability, and champion others where potential is identified	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>

EFFORT FACTORS

PHYSICAL EFFORT

What physical effort is required for the job?	How Often?	For How Long?	What weight is involved?	Any mechanical Aids?
<p>Able to move, handle, lift and bend.</p> <p>Must be physically fit and capable.</p> <p>Consistent and reliable attendance</p>	Daily	As required	Up to 15kg	Yes

Is the job holder expected to sit/stand in a restricted position?	How Often?	For How Long?	What activity is involved?

Yes	Every shift	More than 20 mins On each occasion	Walking around all service areas within catering, supporting service delivery, meeting ward-based colleagues, and sitting at a desk for some activities.
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MENTAL EFFORT

Are there any duties requiring particular concentration?	How Often?	For How Long?
Yes – report writing, organising rota, holidays and shift patterns, quality assurance inspections and audits	Daily	More than 20 mins on each occasion
Are there any duties of an unpredictable nature?	How Often?	For How Long?
Yes – meeting the demands of the services, ensuring areas requiring additional support receives when requested.	Daily	More than 20mins. On each occasion

EMOTIONAL EFFORT

Does the job involve dealing with any distressing or emotional circumstances?	Direct / Indirect Exposure	How Often?
Yes – dealing with staff difficulties such as Long Term Sickness, personal problems, etc	Direct	Daily

WORKING CONDITIONS

Does the job involve exposure to unpleasant working conditions?	How Often?
Yes – temperatures within the kitchen and restaurant can be colder / hotter and noisy than the average working environment for sustainable periods.	Daily