

# Job Description

## ESTATES, FACILITIES AND DEVELOPMENT DIRECTORATE

<b>Job Title:</b>	<b>RETAIL CATERING SUPERVISOR</b>
<b>Band:</b>	Band 3
<b>Health Group:</b>	Estates, Facilities and Development
<b>Service Area:</b>	Facilities, Catering
<b>Base:</b>	Hull Royal Infirmary/Castle Hill Hospital

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<b>Accountable to:</b>	Trust Catering Services Manager
<b>Reports to:</b>	Retail Catering Manager
<b>Responsible for:</b>	Catering Assistants

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### Job Purpose:

To assume responsibility in the provision of a comprehensive and cost-effective catering service that meets the needs of staff, visitors and patients whilst fulfilling the objectives of the Trust.

Duties will include:

Organise and allocate work such as preparation, merchandising and service of food in a food safe environment.

Work in accordance with food hygiene regulations, codes of practice for caterers and all relevant Trust policy documents.

To advise and supervisor the retail team throughout Hull University Teaching Hospitals NHS Trust sites.

Flexibility to work between Hull Royal Infirmary and Castle Hill Hospital.

Driving of Trust vehicles both on and off Trust property (valid clean UK driving licence required).

## **KEY DUTIES & RESPONSIBILITIES**

- Responsibility for the organisation of work and work planning throughout the Retail Catering services provided throughout Hull University Teaching Hospitals NHS Trust sites.
- Responsibility for allocation and assignment of work and compilation of duty rosters including using Health Roster.
- Ensure safe systems of work and a safe working environment in accordance with Trust
- Health & Safety Policies.
- Supervision of staff on lower grades.
- To arrange/undertake effective induction and training of new and existing members of staff as and when required.
- Completion of reviews in relation to performance, attendance and other measurable activities within the Organisation.
- Completion of appraisals for team members in the appropriate timescales.
- Responsibility for the merchandising and service of all food and menu items.
- Responsibility for security and reconciliation of cash.
- To promote and train staff on effective methods of cooking and portion control of food items
- Ensure economical use of food items and minimise waste.
- Complete all required documentation including food temperature checks and records pertaining to the policies and procedures of the Trust's catering service.
- To participate in the effective supervision of all aspects of departmental security.
- To check for accuracy and comply with the strict timescales for rosters and timesheets (Health Roster).
- Responsibility for the preparation and service of food/hospitality for seminars, meetings and ad hoc functions throughout all the Hull University Teaching Hospitals NHS Trust sites.
- Responsibility for ensuring food service times are met.
- Occasional food preparation, cooking and service.
- Responsibility for the compilation of supplies requisitions.
- Supervise transfer and storage of retail supplies and deliveries.
- To ensure agreed departmental standards are met.
- Responsibility for ensuring high standards of food safety, kitchen hygiene and personal hygiene including work wear.
- To ensure vending machines are properly stocked, cleaned and maintained.
- To ensure high standards of cleanliness in designated work areas with documented cleaning schedules.
- Contribute to service improvement by evaluating own work and that of the team and making changes where appropriate.
- Timely reporting of faults in machinery, equipment, furnishings and fabrics.

- Ensure a food safe environment by complying rigorously with General Food Hygiene Regulations and associated.
- Ensure compliance with the departmental Food Safety Policy and HACCP System.
- Ensure compliance with the Catering Department's Codes of Practice Document and Equipment Manual guidelines.
- To promote a spirit of collaborative working within the department.
- Communicate effectively with customers, other staff grades, wards and departments within the Trust.
- Attend any departmental or Trust meetings/briefings as requested.
- Maintain complete confidentiality in accordance with Trust Policies.
- Participate in Personal Performance and Development of staff on lower grades.
- Any other duties appropriate to the grade.

### **Knowledge and skills**

- Ability to effectively supervise and develop the provision of a comprehensive range of catering services.
- Demonstrate a high level of organisational skills.
- Have a full understanding of high volume catering service methodology.
- Be fully understanding of stock control and stock rotation principals.
- A sound knowledge and understanding of proper refrigeration, temperature control, segregation and storage of dry goods and perishable items.
- Ability to deal with external/internal telephone enquiries.
- Ability to minimise food waste.
- The ability to demonstrate accurate methods of portion control and effective presentation of food.
- Have a good understanding of supplies requisitioning and goods received procedures.
- A wide knowledge of statutory food hygiene regulations and HACCP.
- A sound knowledge of effective customer care principals.
- Demonstrate a working knowledge of departmental equipment and machinery.
- A wide knowledge of Health & Safety Regulations.

### **Communication and Relationship skills**

- Ability to deal with external/internal telephone and email enquiries.
- Understands and clarifies detailed instructions to undertake duties.
- Assists in ensuring effective communication is maintained between members of the team, taking personal responsibility to update, share and handover information.
- Ensures information is conveyed to the staff in a timely and understandable manner. Encouraging and supporting staff.
- Establish and lead on effective relationships and leadership with staff at all levels.

- Act as a role model and facilitator to influence the practice of others in a positive way. Mentor, support and guide through coaching and supervision.

#### **Knowledge, training and experience:**

- General education to GCSE standard.
- NVQ level 2 Customer Service or equivalent.
- Level 3 food hygiene certificate or above.
- A minimum of 2 yrs experience of supervising/managing within a food sales/preparation business.
- Proven experience of working to deadlines.
- Problem solving abilities.
- Experience of working within a team.
- Effective organisation skills.
- Knowledge and use of IT systems and software – e.g. word, excel, powerpoint.
- Conscientious and hard working
- The ability to remain calm and professional under pressure
- Proactive and able to work on own initiative
- Tactful and diplomatic
- Willingness to undertake training
- Flexible
- Caring/Professional manner.
- Team Player

#### **Analytical and judgmental skills:**

- Highlights problems and advises line manager of any difficult or sensitive issues.
- Encourages and promotes solutions within parameters of responsibility.
- Uses judgement and experience to problem solve within areas of responsibility

#### **Planning and organisational skills:**

- Responsible for managing and prioritising own and team workload, meeting deadlines and targets by allocating tasks accordingly day to day.
- Develops own and other team members objectives with line manager and finds ways to meet them.
- Plans and implements standards for the team.
- Ensures delivery of performance targets relevant to the role.

#### **Physical skills**

- Practices safe moving and handling procedures and other related health and safety standards. Ensure compliance of all team members.
- IT skills including Word and Excel.
- Ability to write and follow recipes.
- Working for prolonged periods in areas of extreme heat and/or cold.

- Standing for long periods and varying underfoot conditions.
- Lifting, handling and exposure to COSHH related detergent substances (e.g. dish-wash detergent and oven cleaners).
- Concentration required during completion of food safety documentation, knife and other sharps handling, meeting timescale delivery and portion control.
- Constant noise from equipment and machinery.

## **RESPONSIBILITY**

### **Responsibility for patient/client care:**

- Deals with any customer or product related issues that need escalating to management.
- Drafts documents using appropriate grammar and tone to ensure effective communication as required.
- Complies with Trust policy in relation to confidentiality.

### **Responsibilities for Policy and Service Development Implementation:**

- Implements policies and procedures relevant to own work area.
- Pro-active approach to development and implementation of new products.
- Ensures compliance with Trust and Catering related policies and proposes change to the benefit of the team / service.

### **Responsibilities for Finance and physical resources**

- Responsible for the safe use of equipment reporting faulty equipment accordingly. Maintaining an asset register of all catering equipment and escalating to management.
- Ensure effective stock and supplies management to ensure continued service.

### **Responsibilities for Human Resources:**

- Maintains a professional approach to work, demonstrating a mutual respect for colleagues
- Assists with induction of new staff.
- Ensures own and other team members PDR and performance objectives are met.
- Demonstrates a supportive coaching style and encourages personal development.

### **Responsibilities for Information Resources:**

- Creates and maintains paper or electronic based filing systems to record, store and supply information.
- Sources information required for recipes.
- Understands and works within the remit of the Trusts confidentiality and related policies.
- Collects and collates data that is needed to demonstrate compliance.

**Responsibilities for Research and Development:**

- Undertakes surveys or audits as necessary.
- Reviews customer feedback.
- Introduces products in line with commercial markets and sales trends.

**Freedom to Act:**

Manages and prioritises own workload to meet the needs of the wider team whilst maintaining established standards.

Uses own judgement to define day to day work priorities and initiates communication wherever necessary to provide an effective service.

Implements changes in practice within the parameters of area of responsibility.

Can refer to the team manager for advice and guidance.

**EFFORT AND ENVIRONMENT**

**Physical effort:**

Combination of sitting, walking and standing. Standing for long periods and varying underfoot conditions. Lifting, handling and exposure to COSHH related detergent substances (e.g. dish-wash detergent and oven cleaners).

**Mental Effort:**

Concentration is required to accurately produce products in a safe and accurate manner.

**Emotional Effort:**

Occasional exposure to distressing or emotional circumstances. Communicating with emotionally distressed individuals who may be visiting the retail areas.

**Working Conditions:**

Working for prolonged periods in areas of extreme heat and/or cold.

**HEALTH AND SAFETY:**

In addition to the Trust's overall responsibility for your health and safety you have a personal responsibility for your own health and safety. As such you are required to inform your line manager of any safety issues that you identify, that could affect you or others in the workplace. You must co-operate with management and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.

As a Trust employee you will be trained in the correct use of any equipment provided to improve safety and health within the Trust. You are required to use the equipment when necessary and as instructed which will include checking the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.

*This job description is not a complete list of duties and is meant as a guide. The job description will be reviewed and duties may change after consultation with the post holder.*

**Person Specification:**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	General education to GCSE standard. City and Guilds 706/1-2 or equivalent (Back of House/Kitchen Team) NVQ level 2 – Customer Service or equivalent (Front of House Team). Level 3 or above food hygiene certificate. Full UK driving licence (clean).	Level 4 food hygiene certificate.	Certificates
<b>EXPERIENCE</b>	A minimum of 2 yrs experience of supervising/managing a team within a food sales/preparation business. Proven experience of working to deadlines.	Previous work in a product development team.	Application form References Interview
<b>SKILLS</b>	Good oral and written communication skills. Self-motivated with the ability to manage own and others workload. Ability to prioritise competing tasks effectively. Effective organisation skills. Ability to remain calm and professional.		Application form References Interview Assessment centre
<b>KNOWLEDGE</b>	Sound knowledge of food safety, health & safety, moving and handling and HACCP. Sound knowledge of personal and kitchen hygiene. Knowledge and use of IT systems and software – e.g. word and excel.		Application form References Interview
<b>OTHER</b>	Conscientious and hard working. Proactive and able to work on own initiative. Willingness to undertake training. Work as part of a team and be flexible. Caring/Professional manner. Team Player.		Application form References Interview

## Organisational Structure

