

## JOB DESCRIPTION

**'Happy to talk about Flexible Working'**

<b>Job Title:</b>	Catering Manager
<b>Department:</b>	Catering
<b>Hospice Band:</b>	F
<b>Reports to:</b>	Visitor & Volunteer Experience Manager
<b>Responsible for:</b>	Catering department across two Hospice sites
<b>DBS Required</b>	Enhanced

### Job Purpose

Focused on managing and providing an excellent unified catering provision to patients, visitors and staff across two hospice sites in Erdington/Selly Park (Birmingham).

To plan, produce and serve high quality, freshly prepared, nutritious, well-presented food and refreshments to meet the needs of patients, staff and visitors' individual requirements in a safe and well managed environment.

The role will include providing cover for a rota to provide a service from 7am-7pm 365 days a year. Flexibility is essential as cover may be required at short notice.

### Main Duties and Responsibilities

#### **Catering service design and operation**

- To continuously monitor and review, ensuring the catering service is high quality, cost effective and safe. This will include recommending changes in a timely manner.
- To design 4-weekly rotational menus/documentation to utilise across both hospice sites, covering all dietary requirement for patients, staff and visitors. This should include a consistent hot/cold offering and positively contribute to the patient experience.
- To understand and be able to design and produce meals in line with IDDSI Standards (International Dysphagia Diet Standardisation Initiative) whilst ensuring it is aesthetically pleasing and nutritious.
- Lead on multicultural diverse meals
- Lead on Stakeholder engagement sessions to ensure we are meeting their needs and provide a quality customer service. This will include visiting the IPU's, speaking to patients, visitors and staff
- Provide choice to our patients/our people and visitors also this will include working with "The Hive" our cafés on our 2 hospice sites which provides food to our people and visitors to site, this creates an income to the hospice. Working with the hive manager to provide the meals required and coming up with fresh ideas on our offerings.
- Develop commercial events catering packages for external events held on site
- Review and update ordering forms for patients/our people/visitors/meetings, utilising IT solutions where possible.
- Sourcing high quality ingredients within budgetary constraints
- Review outsourcing arrangements that could be produced cost effectively internally
- To monitor and implement methods to reduce waste and ensure cost efficiencies are followed

- Audit and align operational activities of the catering department in line with the agreed audit plan (daily/weekly/monthly/quarterly). Take any action required to remedy non-compliance or poor standards
- Ensuring meals are prepared in a clean and safe environment and cross contamination is avoided
- Ensure clear audit trail on dietary requirements
- Plan rotas so the service runs efficiently and effectively
- Provide cover for Chefs on both sites for annual leave/sickness

### **Leadership**

- Manage and be responsible for all food production of the catering team, including budgetary responsibility across two sites in Birmingham
- Line management duties of all Chefs and Catering Assistants.
- Recruit, induct, appraise, hold monthly 1-1's, supervise, retain and discipline catering team employees as appropriate
- Ensuring sufficient staff levels
- Support and organise cover during absences
- Reports to the Visitor & Volunteer Experience Manager
- Be a Budget Holder that controls and monitors monthly expenditure against budget targets in conjunction with the Visitor & Experience Volunteer Manager to remedy overspend
- Deal with complaints

### **Legislative Awareness**

- Ensure equipment is used safely within the kitchens and well maintained
- Care Quality Commission (CQC) awareness and compliance
- To have an understanding and be able to follow HACCP (Hazard Analysis and Critical Control Point) and Food Hygiene management systems
- To understand risk assessment processes including COSHH (Control of Substances Hazardous to Health), to be able to follow risk assessments and advise where control measure may need to be reviewed and updated
- To demonstrate high level of infection control including excellent hand hygiene and presentable appearance, to support food safety legislation
- To ensure legislative checks and records for all responsible areas are completed accurately and legibly. Records need to be maintained and accessible
- Ensure all staff follow the instructions for safe working in the department and comply with relevant policies and procedures
- Understanding of Natasha's law, ensuring clear signage for pre packed food

### **Other Duties**

- To be flexible, able and willing to cover across the rota during times of absence
- To be willing to participate in Hospice forums and groups
- To strive for continual improvement, providing customer focussed proactive approach to encourage, record and process customer feedback. Celebrating success and identifying opportunities for change
- Ensure the continued dignity of patients. To undertake new patient checks to introduce the catering service and identify with the patient and their requirements
- To work collaboratively with other teams to provide the best service and reflect the values of the hospice
- To undertake any duties identified by the Visitor & Volunteer Experience Manager commensurate to the grade

## General Duties

### **Confidentiality**

- All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.
- All employees are bound by the requirements of the General Data Protection Regulations when, in the course of their employment, they deal with information records relating to individuals

### **Equality and Diversity**

- The Hospice is committed to promoting an environment that values diversity. All staff are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. The Hospice expects all staff to behave in a way that recognises and respects diversity in line with the appropriate standards.

### **Health and Safety**

- All employees have a responsibility under the terms of the Health and Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace
- All employees must comply with all Hospice Health and Safety Procedures

### **Infection Control**

- The prevention and control of infection is the responsibility of everyone who is employed by the Hospice. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

### **Information Governance**

- All employees are responsible for ensuring they undertake any training relating to information governance, read the Hospice's policies, procedures and guidance documents relating to information governance, and understanding how this affects them in their role.

### **Professional Development**

- All employees must participate in an annual appraisal and develop a personal development plan with their Line Manager
- All employees are responsible for maintaining their statutory and mandatory training.

### **Safeguarding Children, Young People and Vulnerable Adults**

- The Hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are expected to behave in such a way that supports this commitment

### **Pandemic or major incident**

- In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the Hospice. Prior to undertaking any duties, the

member of staff will have full training and induction. We won't ask any member of staff to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

**The job description is not exhaustive and may be amended following appropriate consultation in the light of business needs**

## PERSON SPECIFICATION

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<b>Department:</b>	Catering
<b>Hospice Band:</b>	F

Requirements	Essential	Desirable	How identified
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of education</li> <li>• Food Hygiene Level 3</li> </ul>		A, C
<b>Knowledge and Experience</b>  <i><b>Note – no reference to the number of years experience should be used. Instead use; Demonstrable, Considerable, Significant or Substantial.</b></i>	<ul style="list-style-type: none"> <li>• Significant line management experience including appraisals, objective setting, performance management.</li> <li>• Safe use of equipment.</li> <li>• Basic IT skills including use of Microsoft Office to produce Word and Excel documents.</li> <li>• An understanding of basic nutritional requirements.</li> <li>• Demonstrable leadership experience.</li> <li>• Knowledge of COSHH legislation and how this relates to a kitchen environment</li> <li>• Knowledge of HACCPs, including temperatures for safe hot and cold holding.</li> </ul>	<p>Intermediate IT skills</p> <p>Experience of working to budgets and support setting budget requirements.</p> <p>Knowledge of relevant regulations and technical guidance eg Care Quality Commission (CQC), Healthcare Technical Memorandums (HTMs)</p>	A, I

	<ul style="list-style-type: none"> <li>• Health and Safety knowledge including risk assessments and manual handling</li> </ul>		
<b>Personal skills and attributes</b>	<ul style="list-style-type: none"> <li>• Approachable with an ability to handle criticism or complaints in a positive and proactive way.</li> <li>• Empathy – to be able to provide a caring and appropriate service to all patients regardless of their circumstances, backgrounds or health.</li> <li>• Excellent organisational skills and ability to multitask and delegate to meet deadlines.</li> <li>• Resilient, able to demonstrate a calm and measured approach and work well under pressure.</li> <li>• Ability to follow guidelines and procedures.</li> <li>• Well presented and clean.</li> <li>• Ability to work using own initiative and make decisions.</li> <li>• Team working to be able to work across multiple teams within the organisation.</li> <li>• Supportive of colleagues to provide assistance, support and mentoring as appropriate.</li> <li>• Good verbal communication skills.</li> <li>• Problem solving and decision making.</li> <li>• Flexibility to the needs of the role and service required.</li> </ul>	Experience at representing colleagues in meetings/groups.	I, T

	<ul style="list-style-type: none"> <li>• Ability to motivate individuals and build teams.</li> <li>• Good negotiation skills.</li> <li>• Ability to work collaboratively within and across teams.</li> <li>• Confidentiality and discretion.</li> <li>• Ability to communicate clearly and concisely both verbally and in writing.</li> </ul>		
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**A= Application form**

**I=Interview**

**T=Test**

**C=Certificate**