

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Catering Supervisor
Responsible to:	Deputy Catering Manager
Department & Base:	Facilities Directorate – Borders General Hospital

2. JOB PURPOSE

Working as part of the Catering team, supervising and assisting in all aspects of preparation, service, wash-up and cleaning duties related to the provision of a high quality catering service to patients, staff, visitors and for functions.

3. ORGANISATIONAL POSITION

Available on request.

4. SCOPE AND RANGE

Approximately 60 staff are employed within the kitchen and dining area.

The Catering Supervisor reports to the Deputy Catering Manager. The department provides a trayed meal and bulk service for approximately 550 patients at all main meal times as well as lunches for day patients. A dining room also provides catering for staff and visitors at main meal and break times over seven days a week.

There is a busy function trade both internal and external.

The department is operational from 07:00 to 19:30 hours Monday to Sunday.

5. MAIN DUTIES/RESPONSIBILITIES

Main duties consist of:

- Responsibility for maintaining highest standards of food hygiene practices and ensuring compliance with all relevant legislation, monitoring and supervision of “Cook Safe” systems.
- Responsible for ensuring compliance with all aspects of Health and Safety including completion of risk assessments.
- Responsible for ensuring correct economical use of materials and equipment on and off site.
- Responsible for the checking of meals for quality, quantity and appearance on and off site.
- Responsible for requisition of stores and ordering provisions.
- Approval of staff holiday requests.
- Ensure efficient use of resources.
- Directing and supervising other members of staff in the kitchen and dining room.
- Organisation and supervision of the Catering Assistants’ duties.
- Dealing with customer complaints in the first instance.
- Arrangement of duty rotas.
- Counsel staff on work performance.
- Discipline, training and welfare of staff including recruitment, selection and induction.
- Carry out staff appraisals.
- Reporting of mechanical defects and need for repairs.
- Liaise with other departments within the health board.
- Ensure correct procedures for the handling of cash.
- Setting up and supervision of trayed meal system.
- Covering sick leave, overtime, holidays and days off for other Supervisors.
- Organising, supervising and serving at functions both internal and external.
- Training of staff in use of appropriate machinery and all other aspects of kitchen related duties.

6. SYSTEMS AND EQUIPMENT

The post holder will be required to have a working knowledge of the following systems:-

- Menu system
- HACCP System (Food Safety Assurance System)
- Cash handling procedures
- Stores requisition system
- Microsoft Office
- Function ordering system
- Dismantle, clean and re-assemble equipment and machinery
- Correct use of cleaning materials

7. DECISIONS AND JUDGEMENTS

Frequency and nature of supervision on the job is such that there is always someone on hand to provide guidance or it is available by telephone.

The areas of discretion are minimal but the post holder may be required to make decisions in the absence of the Kitchen Superintendent, Head Chef and Manager

- Deployment of staff
- Prioritising own work and that of subordinates
- Service of food
- Dealing with customer complaints in the first instance

8. COMMUNICATIONS AND RELATIONSHIPS

The post holder will be required to communicate at various levels. In particular, they will be required to develop and maintain effective communication links and working relationships with the following individuals and groups:-

- Catering staff and supervisors within the department
- Catering management
- Ward staff
- Clerical staff within the department
- Catering stores staff
- Estates staff
- Transport staff
- External delivery staff
- Customers/members of public

9. PHYSICAL DEMANDS OF THE JOB

The physical requirements of the job can be quite demanding and staff will spend most of their time standing or walking and some lifting and handling of goods will be required.

Staff may be exposed to wide variations of temperature and underfoot conditions.

Staff are required to multitask.

The nature of the service required staff to work to strict schedules.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Staff organisation and deployment
- Working within a strict time scale
- Ensuring that the standard of catering provided meets the expectations of patients/customers
- Dealing with members of the public
- Ensuring all required catering tasks are completed to a high standard and timeously

11. PERSON SPECIFICATION

Below are the essential knowledge, training (including qualifications) and experience required to do this job.

ESSENTIAL

- Numerate, literate and practical
- Good standard of personal hygiene and smart appearance
- Intermediate food hygiene certificate
- Knowledge of health and safety procedures and legislation
- Knowledge of moving and handling
- Knowledge of COSHH
- Customer care
- 2 years experience as Catering Assistant preferably in NHS Catering
- Knowledge of HACCP system
- Good communication skills

DESIRABLE

- Training in the use of a range of specialised equipment
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- Knowledge of risk management
- Knowledge of First Aid

This job description is not definitive and may be subject to future amendments following negotiation and consultation.