NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| 1. JOB IDENTIFICATION | Job Title | Catering Supervisor, Band 3 – NHS Tayside |
| Department(s)/Location | Dundee Locality, Royal Victoria Hospital  |
| Number of job holders | 1 |
| 2. JOB PURPOSE To assist and Supervise in the organisation in providing both Patients, Staff and Visitors with a high quality, person centred and safe catering service, by assisting with the preparation of foodstuffs and contributing to the operation and cleanliness of kitchens, dining rooms and their associated equipment whilst supporting the production, portioning, distribution and service of meals and snacks.  |
| 3. ORGANISATIONAL POSITIONHead of CateringNHST Patient Catering ManagerCatering Services ManagerHead Chef**This Post****Supervisor**Catering SupervisorCatering Production Assistant |
| 4. SCOPE AND RANGENHS Tayside serves a population of approximately 387,000 covering regions including Tayside, Perth and Kinross and Angus. The Catering Supervisor works as part of a multi disciplinary team, delivering a high standard of Catering in areas of high activity with frequent change. Staff must be flexible, adaptable and work to support other staff who have clinical responsibility to patients.The Catering Supervisor will have front line responsibility for catering assistants. The jobholder may be expected to work in other organisational catering establishments across NHST as required. To monitor and maintain high standards of food hygiene, food service and cleanliness within resource allocation and in accordance with NHS Tayside Policies, current Hygiene Regulations and Codes of Practice. The organization of work rotas, the effective deployment of staff and supervision of all aspects of preparation, cooking, service and cleaning related to the provision of high quality catering service. |

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| MAIN DUTIES/RESPONSIBILITIES* Ensure that there is sufficient staff on duty to cover all requirements within predetermined resources, making adjustments to staff rotas recording absence, extra hours worked and overtime.
* Allocate work to staff making the best use of resources and skills available, responding to change and adjusting priorities as necessary.
* Assist with quality control audits to ensure that agreed standards of food hygiene, service and cleanliness are met and maintained in all areas through stringent monitoring and recording.
* Maintaining and ensuring accurate and appropriate records are kept in line with organisational and departmental requirements
* Report and record equipment faults / hazards to Senior Supervisors / Managers/ Estates Dept.
* Undertake the induction, on the job and refresher training of staff to use appropriate methods and systems on a daily basis.
* Undertake back to work interviews and provide advice and information to staff in line with the Promoting Attendance at Work Policy.
* Identify and deal with initial concerns as appropriate, actively promoting staff welfare, encouraging good morale and where appropriate, refer to a line manager situations where further action may be deemed necessary.
* Preparation, and service of a wide range of dishes including, staff, visitors and functions.
* Assist in menu review, new dishes and improvements to service
* Monitor food being served to patients, dining customers and functions for quality, quantity and presentation and that it meets orders / requests.
* Responsible for the security of all equipment and materials used by staff.
* Ensure and maintain compliance with NHS Tayside Policies / Procedures (e.g.) Hazard Analysis and Critical Control Point (HACCP), Control Of Substances Hazardous to Health (COSHH), Health and Safety, Moving and Handling
* Ensure safety requirements are met and staff are provided with sufficient materials and protective clothing to efficiently and safely complete their duties.
* Ordering, checking, receipt, safe storage and allocation of supplies and consumables in the most economical way.
* Monitor staff work performance and participate in Performance Development Review and conduct Performance Development Reviews with staff.
* Undertake personal development and/or refresher training as necessary to maintain up-to-date skills knowledge base.
* Maintain through example, supervision and instruction, high standards of personal and general food hygiene and cleanliness within the kitchen and associated areas.
* Liaise with all departments, agencies and the public to ensure smooth, efficient services and to promote a good service image.
* Ensure, through a hands-on approach, good safety, fire and security practices by all people on site.
* Carry out administrative duties in support of the management role, including the authorisation of leave to staff etc. as outlined by management.
* Maintain confidentiality.
* Demonstrate courteous behavior.
* Assists to ensure the success and commercial viability of the services provided (patient and retail) in the particular future development, expansion and reputation of the business, and continuous quality improvement.
* Assist in basic food preparation and service (i.e. sandwiches/salad/hot snacks).
* Operate cash register at point of service where appropriate.
* Ensure that the cash procedures/ protocols are followed.

**Induction Standards & Code of Conduct**Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers. |
| COMMUNICATIONS AND RELATIONSHIPSRegular communication exists between the post holder and manager, dietitians, colleagues, catering assistants, departmental staff, staff representatives (in partnership), patients, visitors and other staff within the NHS establishments via verbal, written or electronic means.Regular communication exists between the post holder and delivery drivers / suppliers via verbal, written or electronic means. Communications between the postholder and patients and/or visitors, may also include those persons with educational or mental health issues. To respect and support people’s equality and diversity. |
| KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOBPrevious experience working in a Catering Services environment is essential. Knowledge of work procedures, practices and equipment for a catering service, including advanced food hygiene processes through experience or professional educational qualification to City and Guilds 706/1, SVQ/NVQ Level 3 standard. IT skills highly desirablePost holder is required to * Have the ability to lead and work as part of a team or on own initiative.
* Demonstrate effective supervisory skills
* Have the ability to follow and convey instructions.
* Possess effective communication skills, including non-verbal communication skills.
* Ability to respond constructively to unpredictable situations.
* Be calm, focused and able to cope with work under pressure.

Post holder shall receive training in the following areas to enable them to carry out specified duties:* Promoting Attendance at Work
* Performance Development Review
* Risk Assessment
* REHIS Intermediate Food Hygiene
* Have a knowledge of Catering Department Food Safety Policy and Food and Nutrition Policy
* Customer care

Post holder will familiarise themselves with HR policies such as family friendly, work life balance etc. to enable them to provide support and guidance to staff as required.Following departmental training, the post holder is required to:* Have a working knowledge of all cleaning skills, procedures and equipment
* Have a working knowledge of all standard recipes.
* Operate mechanical and electrical machinery safely and effectively
* Have a knowledge of Health & Safety Policies and work procedures
* Have a knowledge of COSHH, HACCP, Manual Handling Policies, Guidelines and Procedures
* To carry out and to supervise work effectively and safely.
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### ESSENTIAL ADDITIONAL INFORMATION

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| SYSTEMS AND EQUIPMENTExamples of equipment, machinery and processes that will / may be used frequently within the department on a daily basis are indicated below.Regular monitoring is carried out by supervisors / manager. Equipment and protective clothing is provided for use. * Completing registers/diaries with wage amendments, holidays and sickness, Regular checks on staff timekeeping and attendance.
* Operate monitoring systems, Temperature probes / gauges.
* Ordering systems for provisions, supplies and consumables
* Food Preparation / Kitchen Knives
* Bain Maries, (wet, dry, hot and chilled)
* Beverage dispensers, Cash Registers, where appropriate
* Mechanical Dishwasher / Potwasher – main kitchen /wards wash-up area
* Ovens – Conventional, Combination, Regeneration, Baked Potato and Microwave
* Bulk boilers / Tilting kettles / Bratt pans / Deep Fat Fryer /Steaming ovens / High pressure steamers
* Food mixing machines / Food blenders / Food Slicing /Vegetable preparation machines
* Refrigerators / Freezers / Chillers / Blast chill units
* Vending Machines where appropriate
* IT Equipment

**Responsibility for Records Management**All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| PHYSICAL DEMANDS OF THE JOB Physical DemandsThe job is physically demanding, requiring the post holder on a **daily basis** to regularly* Move and handle light and heavy equipment / trolleys, with the necessity to dismantle, clean, assemble and operate bulky kitchen equipment.
* Perform repetitive tasks that require co-ordination and dexterity, including the use of knives
* Stocking store cupboards. This involves receiving and checking goods e.g. foodstuffs, disposable / consumables etc. and storing them in appropriate storage areas, in a safe manner.
* Apply frequent intense physical effort, i.e. manual pot washing, scrubbing etc.
* Lift and transport, moderately heavy containers of hot food items
* Stand / walk for long periods throughout the shift when cleaning or preparing and serving food items.

Mental DemandsThe post requires concentration, attention and awareness throughout the shift period often coping with frequent interruptions.* Completion of HACCP records correctly and timeously, recording information as required.
* Operation of cash register and cash handling / security procedures where appropriate
* Monitoring and recording work performance, cleaning schedules, faults and repairs.
* Ordering, receipt and storage of supplies

Emotional DemandsThe postholder may occasionally be required to deal with complaints from patients, staff and visitors.  Environmental Demands This post involves frequently working in unpleasant conditions. * Work in restricted and confined spaces such as kitchens and food service areas.
* Exposure to extremes of temperatures, noise and smell.
* Occasional exposure to cleaning chemicals.
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| DECISIONS AND JUDGEMENTS* Responsible for appropriate and cost effective use of resources.
* Responsible for authorising annual leave where delegated by management
* Daily Supervision and tasking of staff to ensure service provision.
* Communicate with wards and departments as necessary.
* Apply / use policies and procedures appropriately, seeking guidance if required.
* Deal with staff issues appropriately, diligently and creatively.
* Continually assess priorities and re-schedule work and staff accordingly.
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| MOST CHALLENGING/DIFFICULT PARTS OF THE JOBThe job involves strict timescales for production and service. The post holder is expected to adapt when faced with unpredictable and ever-changing situations and modify work plans accordingly, (e.g.) pressures of work due to staff shortages. The post holder is required to manage the workload of the supervisors, cooks and catering assistants where there are competing demands and a need to achieve and maintain consistent high standards of food hygiene, food service and cleanliness with limited resources whilst dealing with the expectations of patients, staff and public. |
| JOB DESCRIPTION AGREEMENT The job description will need to be signed off using the attached sheet by each postholder to whom the job description applies. |