

# North Bristol NHS Trust

## Job Description

### Job Details

Job Title: Catering Supervisor

Grade: Band 3

Department: Catering

Directorate: Facilities

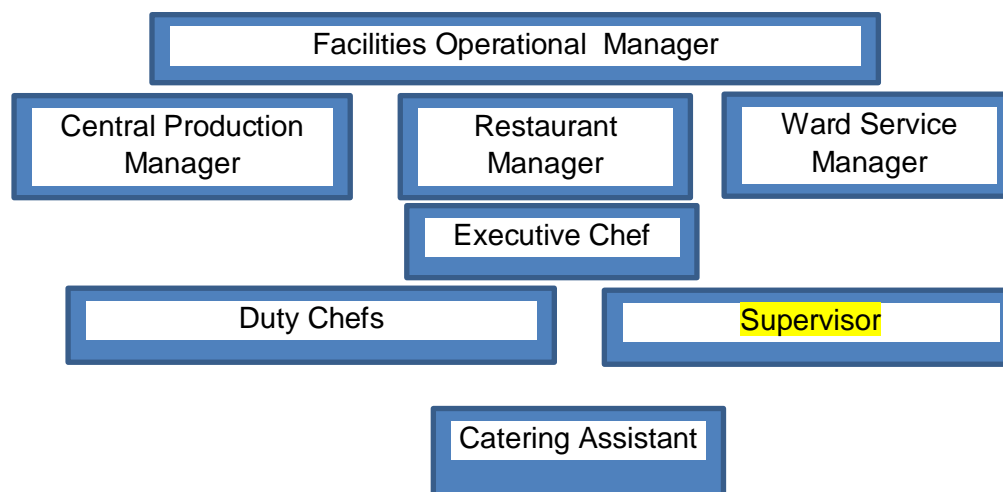
Location/Base: Southmead

### Job Summary

- To assist the manager to run an efficient and cost-effective service, offering a wide variety of food products to patient / staff or visitors in a professional and friendly manner.
- To assist with the day-to-day running of the restaurant/ward service or food production facility in accordance with current legislation and Trust policies and procedures.
- To prepare light meal items as per menu/official guidelines and supervise the mealtime food and beverage provision, ensuring that the food is prepared in a safe and hygienic manner using standard recipes with all practices fully meeting relevant legislation.
- To be responsible for the day-to-day supervision of all General Catering Assistants within the Restaurant and associated areas.

To assist the restaurant/ Food Production / Ward service managers (***Depending on the area worked***) with the smooth running of the department

## Organisation Chart/Accountability



## Knowledge, Training, Experience And Skills Required

### Knowledge

Up to date awareness of Catering Procedures, Food Safety HACCP regulations

Have proven experience of assisting with running an efficient and cost-effective service, offering a wide variety of food products to patient / staff or visitors in a professional and friendly manner.

Experience of supporting with the day-to-day running of the restaurant/ward service or food production facility in accordance with current legislation and Trust policies and procedures.

The ability to help support the chefs on preparing (If required) light meal items as per menu/official guidelines and supervise the mealtime food and beverage provision.

Full knowledge and understanding of HACCP and other legislative requirements when food is produced and served

Full knowledge of Natasha Law and food allergens

Proven experience of supervising staff to deliver a service to be proud of within the area of work associated areas.

To ability to support the Senior Operational Manager in the absence of the manage

### **Training**

To hold or obtain within 3 months of commencement of employment with NBT, a Foundation Certificate in Food Hygiene or equivalent qualification.

Supervisory skills qualification desirable.

Attendance at relevant statutory and non-statutory training, e.g. fire, food safety within 6 months of commencement of employment.

### **Experience**

Recent and relevant experience in large-scale preparation methods.

Experience within catering environment desirable.

Experience in supervision of a team of staff is desirable.

Ability to work as a member of a team.

Basic food preparation skills e.g. salads/sandwiches

Ability to use basic teaching skills in demonstrating duties to new members of staff.  
Basic literacy and numeracy skills.

Flexibility – able to handle several tasks at once, e.g. supervising staff whilst carrying out tasks oneself.

Written and verbal communication skills. This includes directly negotiating and consulting with Catering Management.

Ability to interact verbally with patients, other staff and visitors both face to face or over the telephone

Ability to communicate with other catering staff regarding work issues and instructions

Ability to read and interpret instructions relating to work processes.

Ability to use initiative and take the follow up action as required by the situation, e.g not using food that appears unsafe via smell, appearance etc.

Ability to operate a variety of types of equipment, some of which may be computerised, e.g computerised dishwashing machines.

Basic computer skills i.e. collation of menus using the appropriate computer programme. Planning and organisational skills required to organise self and effectively direct members of the team with reference to day-to-day tasks.

Ability to lead and direct a team to ensure schedules are met

Financial acumen – able to manage stock systems as required.

Ability to motivate staff – be able to demonstrate key skills – leadership, decision making, delegation of work, handling conflicts, resolving staff issues, listening, negotiating.

Problem solving including ability to look at all aspects and consider all viewpoints from most junior staff up to senior managers.

Listening and counselling skills.

### Main Duties & Responsibilities Of The Post

#### Operational

To ensure all meals and sundries for patients meet the orders requested, are despatched on time and in the correct manner in accordance with agreed guidelines.

To supervise and ensure that all staff working within the meal despatch area are fully conversant with their duties.

To safely prepare light food items such as salads and sandwiches etc. and ensure the correct labeling and storage according to guidelines.

To respond to ward and patient requests and enquiry's regarding the food service.

To ensure all patient meal requests are collated and processed via the computer system.

To ensure that meals are at the correct temperature and attractive in appearance on leaving the Meal Despatch area.

To ensure that meals produced meet the required quality and are prepared in accordance with standardised recipes.

To use methods of preparation that assist in retaining maximum nutritional content in meals provided to help ensure the speedy recovery of the patients.

To ensure meals are chilled and stored at correct temperature and comply with regulations and procedures regarding temperature control.

To ensure that all equipment is present and correct at meal despatch times.

To operate a variety of types of equipment some of which are of a computerised nature e.g. menu collation using the computer software.

To use knives and other cutting equipment safely and correctly.

To concentrate while carrying out repetitive tasks and operating equipment.

To supervise the packing and despatch of patient meals via the transportable insulated food containers.

To twice daily check dish wash and rinse temperatures and instigate any necessary action if temperatures are found to be incorrect.

To twice daily check fridge and freezer cabinet running temperatures and instigate any necessary action if temperatures are found to be incorrect.

To ensure that cleaning practices are carried out in accordance with schedules laid down.

To clean work surfaces and specific equipment e.g. meat slicer after use.

To clear away and clean down after food preparation and after service in accordance with daily cleaning schedules.

To supervise hygiene standards and cleaning related aspects of food preparation, service and storage.

To participate in the trials of new recipes and procedures in liaison with the Catering Management.

The overall supervision of ASC Scale B staff, including Food Service staff as required.

To daily allocate duties for the food service within the Meal Despatch area.  
To ensure that all ASC Scale B staff are correctly dressed for duty in accordance with Departmental Rules on personal hygiene/uniform and jewelry  
To contributing to a cost-effective service by ensuring economic use of commodities and other resources.  
To report any defects to buildings or equipment on the relevant reporting system to Estates. To immediately report any incidents of pests to a senior member of staff.  
To ensure the safe storage and handling of cleaning materials and equipment.

#### **Documentation Control**

To complete relevant documentation, E.g. stock handling, food safety records.  
To ensure that all documentation required for food production, food service for patients and staff is completed accurately and on time as per laid down guidelines.  
To ensure that all documentation required for the recording of waste is completed accurately and on time as per laid down guidelines.  
To ensure all paperwork required for ISO 9001 be completed accurately and on time where applicable.  
To complete daily control documents regarding cleaning inspections.  
To complete staff related documentation, e.g. sickness-reporting paperwork/AIMS forms.  
To complete weekly timesheets for self.

#### **Procedural Management**

To display a professional attitude at all times including wearing correct uniform, footwear and minimum jewelry in line with NBT policy of Food Safety and Pest Control and individual department policies and requirements. You will act in a courteous manner to all patients, staff, visitors and work colleagues.

To maintain agreed standards of food hygiene at all times.

To ensure that Departmental Rules and Policies are complied with at all times

To understand and ensure compliance with the Hazard Analysis and Critical Control Point system in operation.

To fully understand the written Safe Systems of Work, and ensure that all staff observe them at all times.

To understand and adhere to all Trust/National Policies in relation to Health and Safety at Work Act, Control of Substances Hazardous to Health, Fire, Manual Handling, Food Hygiene, and other legislation as appropriate.

To and follow legislation and department rules relating to Food Hygiene general regulations.

To adhere to and following legislation with regards to Food Temperature regulations.

To understand and adhere to all Trust and department policies relating to staff terms of employment and employment practice.

#### **Staff Management**

To supervise catering assistants in all aspects of work involved.

To assist in ensuring there is adequate liaison between the central kitchen staff, portioning area, restaurant, and dining areas.

To provide instruction too less senior grades of staff as and when required.

To assist with first line disciplinary matters i.e., counseling as and when required.

To assist with ensuring all staff receives an annual appraisal.

To assist the manager to ensure all areas are covered on the rota at all times.

### **Communication**

To liaise with peers and all stakeholders at various levers when required.

To attend meetings with Supervisors and Managers and contributing to evaluating any future direction of Catering Service. Ensuring discussions are reported back to colleagues.

To deal with telephone enquiry's including requests for meals and Special Diet, customer complaints or requests.

to promote a professional attitude in all aspects of communication with customers (patients, visitors etc)

To undertake surveys/audits as required.

### **Training**

To undertake any training necessary to help promote the professional image of the Catering Department

To assist with releasing junior member of staff from duties to attend training.

To train catering assistants when required on a daily basis.

### **Working Conditions / Effort**

Duties are carried out in a busy and at times stressful environment.

Working in temperature-controlled conditions (hot and cold) on a daily basis for various degrees of time.

Duties involve use of potentially dangerous equipment e.g., knives, high pressure steamers etc.

Working to schedules within strict time constraints

Duties involve working in areas where noise, heat and steam are generated on a daily basis.

Duties involve use of chemicals such as detergent/sanitizer on a daily basis throughout the shift

Duties involve undertaking physically demanding tasks on daily basis e.g., pushing trolleys with food and equipment on, standing for long periods, lifting containers, and carrying same, bending over tables and work surfaces, unloading stores and stacking shelves.

Duties involve the need to concentrate whilst undertaking repetitive tasks

Duties require tasks to be undertaken in a timely manner e.g. when meals are being packed into transportable insulated containers ensuring food is prepared on time.

Duties can involve exposure to potentially violent/aggressive behavior, e.g. customers in dining rooms.

## NBTCARES



NBT Cares. It's a very simple statement; one which epitomises how everybody across our organisation goes the extra mile to ensure our patients get the best possible care.

NBT Cares is also an acronym, standing for caring, ambitious, respectful and supportive – our organisational values.

And our NBT Cares values are underpinned by our positive behaviours framework – a framework that provides clear guidance on how colleagues can work with one another in a constructive and supportive way.

## Improving the patient experience through your work

Patients are the most important people in the health service and are at the centre of what we do. Patients and carers are the 'experts' in how they feel and what it is like to live with or care for someone with a particular illness or condition. The patients' experience of our services should guide the way we deliver services and influence how we engage with patients every day in our work.

All staff should communicate effectively in their day to day practice with patients and should support and enable patients/carers to make choices, changes and influence the way their treatment or care is provided. All staff, managers and Board members should work to promote effective patient, carer and public involvement in all elements of their work

We have a duty to involve, engage and consult with patients, carers and families about plans for health facilities and the provision of our services. North Bristol NHS Trust wholeheartedly embraces the principles of patient partnership and has made clear its commitment to involve patients in key aspects of its work.

## Infection control

Compliance with all infection control policies and procedures will form an integral part of the practice of all staff working in a clinical environment. Each staff member will be responsible for familiarising themselves with the Infection Control Manual in the clinical areas and on LINK the Trust's Intranet site. Staff must keep up to date with new policies and subsequent implementation in practice.

Staff must seek support and advice from Infection Control in all instances where cross infection is likely to have occurred or when managing situations involving patients with infections where guidance provided in the Policies is not applicable.

All staff must contact the Occupational Health Dept if they are suffering from any form of infection which may put patients and other staff at risk.

## **Commitment to health and safety, no smoking, equal opportunities and harassment and bullying**

### **Health and Safety/Security**

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

## **Commitment to health and safety, no smoking, equal opportunities and harassment and bullying (cont.)**



### **No-Smoking Policy**

As an NHS employer, the Trust has a duty to its staff and patients to protect them from the health hazard that smoking represents. Consequently, in line with the public health white paper, *Choosing Health*, the current policy will be that smoking will not be permitted anywhere on Trust property including all buildings, grounds and within leased/owned vehicles of the Trust. This applies to all staff, patients and visitors of the Trust. Failure by staff to comply with this requirement may result in recourse to the disciplinary procedure. Employees also have a responsibility to remind members of the public, visitors and other staff to refrain from smoking on Trust premises and to inform the appropriate manager if they witness repeat non-compliance.

### **Equal Opportunities**

North Bristol NHS Trust has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and the Trust's Equal Opportunities Policy.

All staff hold personal responsibility for the application of this policy on a day-to-day basis and should not undertake any acts of discriminatory practice during the course of their employment. Similarly, all staff have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations.

Copies of the Equal Opportunities Policy are available in the Personnel Policies and Procedures file in every department and on the intranet.

### **Harassment and Bullying**

We believe that all people, whether staff, patients or visitors, are entitled to an environment in which the dignity of the individual is respected.

We are also firmly committed to promoting an organisational culture which values diversity and equality of opportunity and to preventing discrimination in all aspects of its employment practices and services. We regard harassment and bullying as totally unacceptable forms of behaviour that will not be tolerated or condoned.

## **Confidentiality and freedom of information**

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be **confidential** and must not be divulged without prior authority other than in accordance with the provisions of the Trust's Policy on raising concerns about Health Care Services as may be amended from time to time. Breaches of confidentiality will result in disciplinary action, and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Trust in any dealing they may have with Trust employees, their representatives, the media, general public or other organisations in which he/she may come into contact.

However, as a public body, the Trust has a requirement to publish particular information. Therefore, in addition to the above confidentiality requirements you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Trust with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

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## Safeguarding

North Bristol Trust are committed to safeguarding and promoting the welfare of children, young people and adults and to protecting them from all risks of harm. The organisation expects all staff to work to national and local children and adult safeguarding policies and procedures. The trust expects all staff and volunteers to be dementia aware and to support the care of people with dementia. All staff are expected to share this commitment and meet the competencies relevant to their role.

## Job Description Agreement

Completed by.....

Authorised by..... Date.....

*This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Trust's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the postholder prior to the changes being made*