
Job Description

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| Function: | Catering |
| Position:  | Catering Coordinator |
| Job holder: |  |
| Date (in job since): |  |
| Immediate manager (N+1 Job title and name): | Head of Food Service |
| Additional reporting line to: | Retail Manager / Patient Dining Manager |
| Position location: | MFT - South Manchester, Wythenshawe Hospital  |
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| 1. Purpose of the Job – State concisely the aim of the job.  |
| * Responsibility for the provision of retail and patient food service throughout Wythenshawe Hospital. To ensure the standard of food throughout the services is achieving patient and client expectations in line with budget expenditure (CPPD). Emphasis will be based on service delivery, quality of patient satisfaction at ward level and control of costs. To build and maintain a strong working relationship with the client and their operational teams throughout the trust.
* Provide a sole point of contact for all aspects of stores. As the lead and main point of contact for stores, you will be responsible for financial efficiency, organisation, order, and control of receipt of goods and the delivery of all stock items to the relevant areas.
* Ensure there is one person accountable for the placing, receiving, and distributing of orders and the sole control of costs in each GB budget across both retail and patient dining.
* Provide the supportive function to the department heads for the management of vendor spend and mitigation of wastage across both Retail and Patient Dining.
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| 5. 2. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Responsible for the creating, placing, receiving and control of all orders across the Patient Dining and Retail platforms.
* Responsible for providing department heads with regular updates of order volumes and consumption costs based on all over placed and received for all vendors per GB.
* Weekly use of the vendor spend report to evaluate the total expenditure for each GB per vendor.
* Mitigate and control all unnecessary spend and manage the spend in accordance with daily/weekly/monthly budgets for each GB to encourage positive CPPD.
* Create and maintain accurate records of all orders for each GB(outlet/ unit) and control all invoices and trading checks, utilizing the relevant trackers.
* Liaise closely with the operational leads and department heads to understand physical stock holding and usage, daily sales, production numbers and seasonal activity to place accurate orders in line with business activity.
* Play a pivotal role in the reduction of waste with the implementation of streamlines ordering processes and strict stock control measures.
* Responsible for ensuring that effective and consistent management is applied by your management and supervisory team to all staff within area of responsibility. This will include managing staff in line with the appropriate policies in relation to issues including conduct, performance, absence, grievance, fair treatment, pay progression, leave and all other HR policies.
* Ensure that there is effective two-way communication to all levels of staff within area. This will include ensuring that team briefings take place and that Company and Trust objectives, and values are communicated.
* Ensure that health and safety standards are understood and delivered across all of hospital operations. This must include any agency staff and all employees from their first date working on site.
* Contribute to strategic discussions as part of the senior site management team sharing ideas and best practice to improve site performance. Implementing new policies and procedures which have been discussed and agreed with colleagues.
* Contract compliance and being accountable for delivering services to the contract and service specification in an efficient manner.
* Demonstrate a focus on contract retention using the “Clients for Life” principles.
* Accountability for escalating potential risks identified as appropriate. These risks may be operational, related to knowledge and people, financial, compliance or risks to the Company reputation.
* Responsibility for succession planning and workforce planning within zonal area ensuring that adequate management cover is provided in own absence and in the absence of other members of the management and supervisory team.
* Manage own continued professional development identifying any areas for own development
* Management of electronic meal ordering system and associated team, alongside the Retail business in conjunction with the Food Service Operations Manager
* To ensure the delivery of a best-in-class customer service for staff, patients and visitors in both Retail and Patient Dining.
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| 2. 3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Maintain the sole point of contact for all stores related tasks and activity.
* Create strong working relationships with both department heads and operational leads to drive efficiencies, reduce vendor spend, create accurate stock control activity and mitigate waste.
* Build close working relationship with stakeholders to manage orders, delivery, and invoicing issues.
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| 4. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Results focused; gets on with the job and likes to work to demanding goals and targets.
* Control of cost and expenditure in line with budget holder expectations.
* Produce accurate counts and present orders in line with business activity and demand.
* Manage operational efficiencies and stock control across both Patient Dining and Retail.
* Provide accurate updates on vendor spend by GB to department heads.
* Minimise overspend exposure, maximise inflation mitigation opportunities.
* Control of waste with strict stock control (FIFO).
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| 6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position. |
| * Results focused - gets on with the job and likes to work to demanding goals and targets.
* Strong operational background in customer service, facilities management, leisure, retail sectors, (or related).
* An experienced leader who is effective directing others.
* Strong understanding of consumer trends in relation to retail and food service.
* Experience in a contract catering environment is key, healthcare and or hospital experience preferential, where comfortable operating at ward level with a strong bedside manner would be needed.
* Knowledge of food hygiene issues.
* Good computer skills needed- Strong understanding around of Microsoft Excel and general IT systems.
* Willingness to get involved and offer a flexible approach to working.
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| 2. 7. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
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Received:

Date:       Date:

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Job holder Immediate Manager