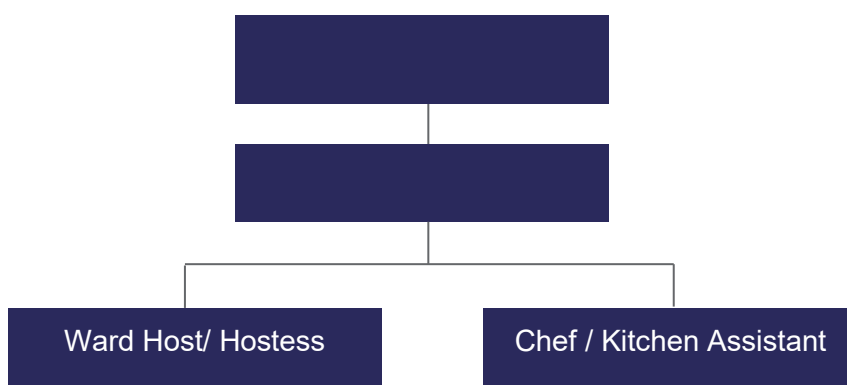


JOB DESCRIPTION

Position Title	Supervisor	Department	Catering
Generic Job Title	Supervisor	Segment	Healthcare
Team Band	Frontline Staff	Location	
Reports to		Office / Unit name	

ORGANISATION STRUCTURE



Job Purpose

- To oversee the operations at the site to the levels laid out in the Service Level Agreement and within the Schedules of the Contractual Terms and Conditions agreed with respective clients. This is a management role which requires the job holder to fulfil key tasks and achieve minimum standards of performance through communication with and the persuasion of, on site teams, direct line management and central support functions

Accountabilities or “what you have to do”

- To manage line managers to deliver Front of House and catering on site
- To control and monitor the financial performance of the unit and to maintain costs within pre-budgeted targets
- To ensure that the Company's accountancy, documentation and administration procedures are carried out to the laid down standard and that the necessary weekly returns are completed accurately and sent to the appointed office on time. This may be electronically, paper-based, or both, as instructed
- To ensure the prompt and efficient service of all areas being provided to the standard laid down in the Service Level Agreement to the Client's, Customer's and Sodexo's satisfaction

- To understand and maintain the standards and integrity of the service offer and Service Level Agreement at all times. To carry out a daily service audit and perform activities detailed in the service offer manual under Key Performance Indicators to the frequency and level required
- To establish and maintain satisfactory relationships with individuals at all levels within the Company and the Client organisation
- To implement and maintain the Statutory and Company standards of hygiene, health and safety and take any action as is necessary
- To implement and maintain all Statutory and Company policies and procedures, communicating it to all staff and ensuring full compliance
- To plan, organise and coordinate all Sodexo activities: to ensure standards of service detailed in the Service Level Agreement and Schedules contained within the Contractual Terms are achieved and maintained
- To grow services in order to meet client and commercial expectations whilst maintaining strict budgetary control in line with client and Sodexo expectations
- To ensure that all statutory and company regulations and policies relating to hygiene, health, safety and fire are enforced and maintained
- To ensure that on-site security systems in respect of all functions managed by Sodexo are operationally effective and maintained
- To ensure statutory, company and development training for all staff which maximises their full potential
- To liaise with all staff to ensure timely, accurate and meaningful communication
- To take responsibility for the delegation of recruiting, supporting, and managing staff, formally and informally with appropriate record keeping, according to the needs of the unit and within the procedure laid down by the company and keep records of any disciplinary issues ensuring the Operations Director and Human Resources Manager are informed of these
- To hold Daily Briefings with direct reports, along with formal Monthly Meetings with a clear agenda and with minutes taken
- To present a smart and professional image at all times
- To ensure that required standards and procedures of staff selection, appointment and induction training are undertaken
- To attend company meetings, including Reviews and training courses as required
- Leading the Sodexo team by example and using a proactive hands on approach to all tasks and activities
- Communicate effectively with all team members and participate in all contract activities
- Compliance with procedures, manual handling, risk assessments, COSHH, health & safety and emergency procedures
- To demonstrate leadership by effectively training and developing all employees
- To manage employee relations and performance management issues to the company standard
- To have a working knowledge of all support functions throughout the building
- To drive standards throughout the team and all support services ensuring Service Level Agreements are met
- To pro-actively look to recommend improvements to your work processes by providing suggestions and solutions
- To always look for time efficient ways of completing any service
- To comply with all Health, Safety and Environmental procedures including COSHH, manual handling, risk assessments and fire regulations
- To provide support as far as is reasonably practicable, in the protection of Site/Company assets from the effects of fire, accidental or malicious loss or damage and unauthorised removal
- To provide an immediate response and ongoing support as required during Site emergencies
- To communicate effectively with all team members and participate in all contract activities
- To assist in the preparation of and participation in special functions at the Client/Company requests.
- Assist with any disciplinary issues within all Sodexo departments
- To ensure required standards are achieved at all times and always look at opportunities to further improve the existing standards of work
- Assist with the coordination and management of all internal events

Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”

- Achievement of the Service level agreements
- Patient Satisfaction Surveys, Achieving the benchmark 92%
- People Management
- Company compliance
- Achievement of company and client budgets
- High staff morale with sick absence levels below 3%
- Increased revenue on staff restaurant
- Client satisfaction
- Safeguard audit report green
- Maintain 5 star food hygiene rating from EHO

Skills, Knowledge and Experience

Essential

- Excellent team leadership skills
- Excellent communication skills both verbal and non-verbal
- Ability to multi task
- Proactive, persuasive and decisive
- Can do attitude
- Working with others
- To build client relationship
- To build, support and develop a multitasking team
- Good track record of leading ,managing and developing a team
- Ability to understand detailed instructions
- Good communication skills
- Good Numeracy and literacy skills

Desirable

- Food hygiene level 2 or above
- Some knowledge of Private Healthcare operations
- IOSHH and food hygiene certificate
- Excellent PC skills including Microsoft Word and Excel

Contextual or other information

- During the course of his/her duties the post holder may have access to private and confidential information which must not be divulged to any unauthorised person or relative at any time.
- The postholder has a responsibility to comply with the rules of the Nuffield Hospital as well as ensuring that any employees under their supervision equally comply
- This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business

Version		Date	
Document owner			