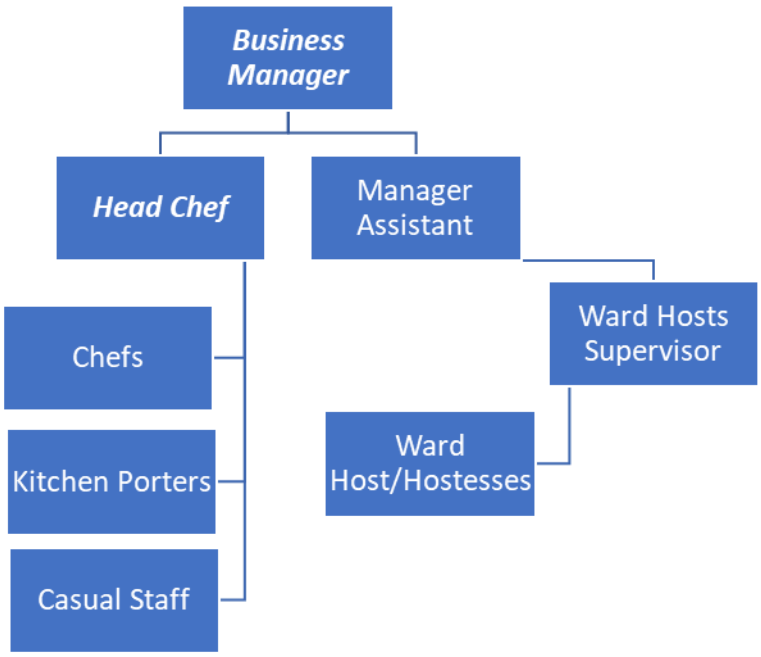
ON-SITE SERVICES

sodexo
QUALITY OF LIFE SERVICES

JOB DESCRIPTION

Position Title	Ward Supervisor	Department	Catering
Generic Job Title	Catering Supervisor	Segment	Health & Care
Team Band	Frontline Staff	Location	Oxford
Reports to	Chef Manager	Office / Unit name	Nuffield Oxford

ORGANISATION STRUCTURE



Job Purpose

- To supervise the daily delivery of ward catering services, ensuring patients receive a professional, safe and high-quality dining experience. The Ward Supervisor will lead and support the Ward Host team, maintain compliance with food safety and healthcare standards, and ensure service levels are achieved in line with Sodexo and Nuffield Health expectations.
- The role requires a hands-on approach, working closely with nursing teams, patients and catering colleagues to deliver an efficient and customer-focused service.

Accountabilities or "what you have to do"

Operational Management

STOP HUNGER
A Sodexo Initiative

- Supervise the daily activities of the Ward Host team.
- Ensure adequate staffing cover is maintained across ward services and escalate resourcing concerns where required.
- Ensure all ward catering duties are appropriately allocated and completed.
- Monitor staffing levels and support rota adjustments as required.
- Provide day-to-day operational leadership across patient dining services.
- Support service continuity during periods of absence or increased demand.
- Assist with the coordination of special dietary requirements and service requests.
- Ensure patient meal ordering, service and dietary information are communicated accurately between ward teams and catering staff.

Patient Experience

- Ensure patients receive a caring, professional and responsive catering service.
- Respond promptly to patient, staff and client feedback.
- Investigate patient dining complaints and wider service issues, taking corrective action and escalating where appropriate.
- Monitor patient satisfaction levels and support continuous improvement initiatives.
- Maintain high standards of presentation, professionalism and customer care.

Food Safety & Compliance

- Ensure compliance with all Food Safety, Health & Safety, COSHH and Infection Prevention requirements.
- Complete and monitor all required due diligence documentation.
- Ensure food temperatures are maintained and recorded in accordance with company procedures.
- Conduct regular service audits and quality checks.
- Ensure all service areas are maintained in a clean, safe and hygienic condition.

Team Leadership

- Supervise, support and motivate ward-based catering staff.
- Assist with staff induction and on-the-job training.
- Monitor performance and provide coaching where required.
- Conduct daily team briefings.
- Support the Business Manager in monitoring attendance, performance and conduct concerns, escalating issues in line with company procedures.
- Promote a positive team culture and professional standards.

Administration

- Maintain accurate records and documentation.
- Complete daily operational checks and reports.
- Assist with stock control and ordering processes.
- Support completion of audits and compliance actions.
- Ensure all relevant company procedures and records are maintained.

Communication

- Develop effective working relationships with ward staff, nursing teams and hospital stakeholders.
- Attend meetings and training sessions as required.
- Communicate operational issues promptly and professionally.
- Support the implementation of service improvements and new initiatives.

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

- Achievement of Service Level Agreements (SLAs)
- Patient Satisfaction Survey results

- Compliance audit performance
- Food safety and hygiene standards
- Completion of due diligence documentation
- Employee engagement and team performance
- Client satisfaction
- Maintenance of required hygiene standards and regulatory compliance
- Effective staffing and absence management

Skills, Knowledge and Experience

Essential Skills and Experience

- Previous supervisory experience within catering, hospitality, healthcare or food service environments.
- Experience leading and motivating a team.
- Excellent communication and interpersonal skills.
- Strong organisational and planning skills.
- Ability to work under pressure and prioritise workload effectively.
- Good literacy and numeracy skills.
- Customer-focused approach with a commitment to service excellence.
- Understanding of food safety requirements and operational compliance.

Desirable

- Food Safety and Hygiene Level 2 qualification or willingness to obtain within an agreed timescale.
- Supervisory qualification or equivalent experience.
- Experience within healthcare, hospital catering, patient dining or care home environments.
- Knowledge of patient dining services.
- IOSH Working Safely qualification.

Contextual or other information

The post holder may have access to confidential information and must maintain confidentiality at all times.

The post holder will be expected to comply with all Sodexo and Nuffield Health policies, procedures and standards.

Successful applicants will be required to complete all pre-employment checks relevant to the role, including a Disclosure and Barring Service (DBS) check where applicable.

This job description provides an overview of the role and is not intended to be an exhaustive list of duties. Additional reasonable duties may be required in line with operational business needs.