

Head of Catering

Function:	Food Service
Job:	Head of Catering
Position:	General Services Manager 2
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of Soft Services
Additional reporting line to:	
Position location:	Manchester Foundation Trust – Wythenshawe Hospital

1. Purpose of the Job – State concisely the aim of the job.

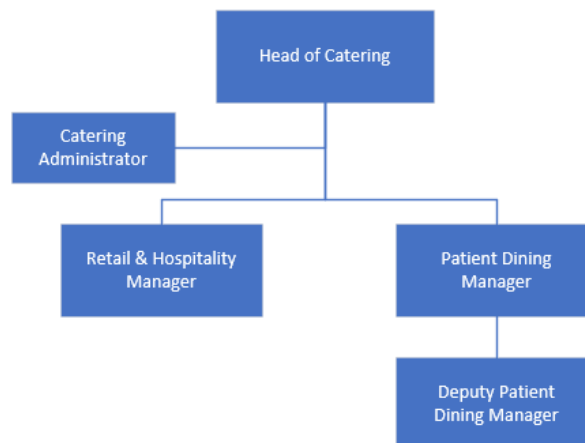
- Responsibility for the provision of patient food service throughout Wythenshawe Hospital. To ensure the standard of food throughout the services is achieving patient and client expectations. Emphasis will be based on food delivery and quality of patient catering at ward level. To build and maintain a strong working relationship with the client and their operational teams throughout the trust.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

- Characteristics
- Continuous improvement in Patient satisfaction scores
 - YOY improvement on PLACE score

3. Organisation chart – Indicate schematically the position of the job within the organisation. 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.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Achievement of budget.
- Zero financial penalties in area of responsibility or evidence of significant improvement from 2010 penalties.
- Score of 100% in Unit Business Health checks under area of responsibility. Evidence of action plans in progress where score is below 100%.
- “Green audit” for all Safeguard audits under area of responsibility.
- Achieve all labour KPI’s including premium rate overtime and absence.
- Full compliance standards with all standards including health and safety

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- To work collectively with the Finance team to deliver budgeted profit and turnover for services and accounts
- Responsible for ensuring compliance of own team with all Company and Trust policies and procedures whilst proactively responding to prevent and deal with issues of non-conformance
- Ensure achievement of high levels of client and service user satisfaction and monitor these on regular basis. This will be measured via Clients for Life review processes and customer satisfaction surveys.
- Responsible for the recruitment and management of direct reports. This will include responsibility for their development which will include health & safety, communication of shared goals and ensuring that effective performance development reviews (PDRs) take place.
- 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.
- Bring innovative commercial ideas and practices into the organisation, by analysing and comparing a range of options. Work closely with regional support (Marketing, BIGS) to continuously improve services provided.
- Management of 3rd party contractors used on site and ensuring that a quality and value for money service is provided. This will include the supply of any agency labour used and ensuring that the suppliers comply with all Company and Trust requirements.
- 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

6. 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.
- Excellent client relationship skills, with experience of successfully managing SLA's or similar.
- A confident and adept communicator, with the ability to operate effectively at all levels.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Strong operational background in the support services, facilities management, leisure, retail sectors, (or related), ideally with exposure to the healthcare market.
- An experienced leader and developer of teams, who is effective directing others
- Experience in a hospital environment
- Knowledge of food hygiene issues
- The ideal candidate will have experience of 1-2 years of managing diets within a patient environment
- Strong understanding of Microsoft Excel and general IT systems
- Willingness to get involved and offer a flexible approach to working

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

▪ Growth, Client & Customer Satisfaction / Quality of Services provided	▪ Leadership & People Management
▪ Rigorous management of results	▪ Innovation and Change
▪ Brand Notoriety	▪ Business Consulting
▪ Commercial Awareness	▪ HR Service Delivery
▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

Version	1	Date	04/03/2024
Document Owner			