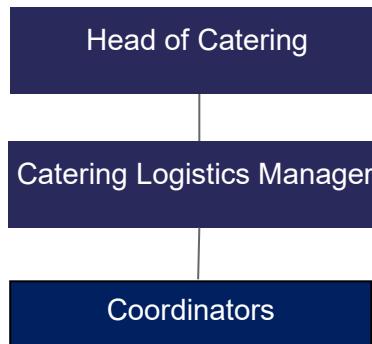


# JOB DESCRIPTION

Position Title	Catering Logistics Manager	Department	Patient Dining
Generic Job Title	Catering Logistics Manager	Segment	Healthcare
Team Band	Salaried	Location	Manchester Foundation Trust
Reports to	Head of Catering	Office / Unit name	Oxford Road Campus

## ORGANISATION STRUCTURE



### 1. PURPOSE OF THE JOB

Reporting into the Head of Catering, the Patient Dining Logistics Manager is responsible for the coordination and delivery of all logistical activities supporting patient meal services throughout the hospital. This includes ensuring accurate, timely and safe meal distribution, compliance with food safety guidelines, and maintaining high patient dining service standards.

### 2. KEY DIMENSIONS

- Meals delivered daily: 2600
- Wards and clinical areas supported: 60
- Regeneration kitchens / service points: 45
- Meal trolley fleet and regen equipment managed
- Third-party suppliers: equipment servicing and food distribution

### 3. ORGANISATIONAL POSITION

Reports to: Head of Catering.

Manages: Coordinators, Supervisors, Catering Porters, Stores team. Works closely with Ward Catering Manager, ward teams, Retail General Manager and Head of Catering.

#### **4. CONTEXT AND MAIN ISSUES**

- Ensuring correct and timely delivery of meals to all wards
- Maintaining high standards of food safety, allergen controls, and HACCP compliance
- Avoiding delays caused by equipment issues or staffing shortages
- Ensuring audit readiness at all times (EHO, Safegard, internal audits)
- Working effectively with clinical teams to meet patient dietary needs

#### **5. MAIN DUTIES & RESPONSIBILITIES**

- Oversee ward-level meal delivery logistics including trolley prep, transport and regeneration
- Manage meal distribution accuracy including special diets and allergen-controlled meals
- Maintain stock levels for disposables, service items and hydration supplies
- Schedule and monitor cleaning, maintenance and tracking of all regeneration equipment
- Lead and develop the catering team, ensuring compliance with Trust and Sodexo Standards
- Respond to operational issues such as urgent diet changes, late orders or equipment failure.
- Support waste reduction initiatives and continuous improvement across meal flows

#### **6. KEY ACCOUNTABILITIES**

- On-time delivery of all patient meals
- Zero food safety breaches
- Achievement of KPIs including timeliness, efficiency, compliance and service satisfaction
- Strong relationships with clinical and catering teams

#### **7. PERSON SPECIFICATION**

- Experience in hospital catering or patient dining environments
- Strong leadership and organisational skills
- Knowledge of HACCP, allergens, and healthcare food safety expectations
- Ability to work under pressure during peak meal service times

#### **8. COMPETENCIES**

- Growth, Client & Customer Satisfaction
- Leadership & People Management
- HR Service Delivery
- Learning & Development

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