

JOB DESCRIPTION

Position Title	Duty Supervisor	Generic Job Title	Supervisor
Segment	Healthcare	Location	Chesterfield Royal Hospital
Reports to	Patient Services Manager	Office / Unit name	GB340745

ORGANISATION STRUCTURE



Job Purpose

- To work as part of the catering team to provide a range of services to patients, staff and visitors
- To work closely with the Patient Services Manager and General Manager to ensure delivery of a quality, efficient and effective service that has a strong emphasis on customer care

Accountabilities or “what you have to do”

Operational

- Ensure the appropriate methods of cooking and presentation are used to maintain the highest standards of production and service
- To ensure meal service trolleys are correctly stocked with all items including hot and cold food, crockery, condiments and suitable service equipment
- Ensure communication with staff with reference to any specific dish content, portion size relevant to a specific patient
- Liaise with Systems Controller with regards to ordering of items in accordance with production requirements
- To assist (as required) with hospitality requests

Delivery

- To ensure that the meal service trolleys leave the catering department and arrive at ward level at the agreed specified times

Service

- By means of spot checking and ward audits, ensuring that the meal service is being delivered to the required standard
- Undertaking the role of catering assistant on an adhoc basis as the need arises
- Building a good working relationship with the ward-based teams through close liaison
- Resolve and record minor complaints and problems, ensuring feedback is provided to the Patient Services Manager
- Ensure all dirty crockery, cutlery and service equipment is collected from ward level and returned to the central dish washing area for cleaning

Documentation

- Ensuring all relevant documentation is complete and accurate. This will include, but is not limited to; temperature records, patient numbers, portion control, wastage reports, provision requests, quality control monitoring and end of day checklists
- Ensure accurate collation of stock take information as and when required
- Assist with the monitoring of production and wastage

Cleaning

- Cleaning of service equipment through the use of mechanical dishwashing and hand washing of equipment as instructed
- Ensure compliance and completion of main kitchen cleaning schedules
- Undertake regular hygiene inspections

General

- The reporting of mechanical defects and the need for repair items where appropriate and liaising with the Patient Services Manager
- Completion of staffing rotas to ensure full coverage at all times
- Reporting sickness where appropriate and ensuring timely completion of Return To Work paperwork
- Monitoring of individual staff members performance and identifying and training needs
- Regular attendance of team meetings and ensuring team huddles are delivered in a timely fashion
- To encourage best practice through example setting
- To undertake all training to comply with current legislation and to complete Sodexo Food Safety and Health & Safety passports as and when advised
- To undertake operational training and sign-off when complete
- To observe at all times the guidelines and working methods for adherence to food safety legislation and Health & Safety Legislation
- Carry out other reasonable requests as directed by management

Skills, Knowledge and Experience

Essential

- Literate & Numerate
- Good interpersonal skills and ability to communicate effectively with customers, clients and staff
- Ability to work well under pressure
- Ability to achieve performance criteria, with particular regard to food safety and hygiene
- Positive approach to learning in role
- Self-motivated
- Able to use own initiative
- Ability to work effectively as part of a team
- Flexible approach to role
- Level 3 Food Safety certificate

Desirable

- Previous supervisory experience

Employee Signature.....

Employer Signature.....

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Document owner	Lindsay McGowan		