

# Job Description:

## Catering Front Of House Supervisor

Function:	Patient Dining
Position:	Catering Front of house Supervisor
Job holder:	Beverley.Ogrady
Date (in job since):	
Immediate manager (N+1 Job title and name):	Selina Rose
Additional reporting line to:	Emily Hewitson
Position location:	Central Manchester Hospitals

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

- You will act as a key member of the catering services supervisory team, ensuring that the catering team provide a high-quality catering service within wards (food service) and/or within the back of house catering function. You will work to ensure the standard of service is provided in accordance with the contract specifications

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

- Supervise the work of all catering staff to maintain and deliver the catering service.
- To deal with the allocation of work to catering staff.
- Undertake daily monitoring of all areas/wards within your area of the catering service.
- Undertake checks of compliance and governance across the catering team with HACCP Regulations, temperature probing and record keeping.
- Undertake appropriate action in areas that do not meet the required standards.
- Reporting of maintenance defects of catering equipment.
- Ensure that all equipment is kept clean and well maintained
- Build and maintain effective relationships with the catering team and ward staff by introducing new staff to the department or casual staff who are covering the area to the ward.
- Liaise and communicate with MFT and Sodexo staff to resolve any issues and respond to ad-hoc requirements.
- Ensure staff are allocated duties and responsibilities appropriately and receive training to undertake their role.
- Adherence to all HACCP Regulations.
- Completion of Kronos exceptions.
- Identify and facilitate training needs for staff including moving and handling training.
- Ensure all catering staff are wearing full PPE and staff uniform including trust ID badges.

- Take initial calls relating to sickness absence and document the call in a telephone log.
- Conduct return to work sickness/ absence interviews with the domestic staff and escalate any issues to the Ward Catering Manager where appropriate.
- Ensure all relevant paperwork is returned to the HR office.
- Management of annual leave requests across the catering team.
- Undertake monthly Appraisals with catering staff in line with MFT Policies and Procedures.
- Ensure all catering duties are carried out in strict accordance with Health and Safety legislation.
- Follow accident reporting procedures and appropriate paperwork where required.
- Ensure all catering staff adhere to MFT Policies and Procedures and escalate issues of non-compliance to the Ward Catering Manager where appropriate.
- Escalate any incidents or complaints to the Ward Catering Manager where appropriate.
- Provide cover for supervisory colleagues as and when required.
- To ensure breaks are monitored and maintain stock within the catering service.
- To resolve any issues that may be reported to you whilst on shift.
- Convey a professional image of the catering department to the client whilst encouraging and maintaining good working relationships.
- Undertake the full range of catering duties when requested and as directed by the Ward Catering Manager.
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- Additional General Responsibilities
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- Maintain a high standard of personal hygiene in accordance with company policy.
- Arrive in time for duty and in non-uniform clothes, changing into clean Sodexo uniform and clocking on. Post holders are required to wear their identity badge with a current photo-graph on at all times.
- Provide guidance and advice to new team members or relief staff where necessary.
- Completion of paperwork relevant to post, such as staff surveys and holiday request forms.
- Workload will be determined by daily requirements, and post-holder may be required to use initiative in order to prioritise tasks and responsibilities.
- At times you may be required to go and work in other catering areas to assist with the cover of annual leave and sickness.
- At times post holders may be required to carry out reasonable additional duties connected to their employment, as directed by their line manager.
- This is
- not an exhaustive list of your duties as a catering supervisor but is a broad overlay of your expected duties and responsibilities
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**3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.**

- Be able to work under pressure in a busy environment.
- Able to respond to patient conflict or complaints in a professional manner, escalating or reporting incidents to the Ward Catering Manager where appropriate.
- You may be required to work in an area with Terminally ill and/or aggressive patients.
- Can be exposed to emotionally distressing or traumatic situations from time to time.
- Dealing with patient deterioration and bereavement may have an emotional impact on the post holder.
- Able to balance conflicting and changing priorities within a given time.
- Dealing with expectations of patients, staff or visitors.

**4. 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.

- Observe all statutory Health and Safety Regulations. Post holders are responsible for re-reporting any hazards that are encountered in the workplace. Post holders are also responsible for reporting to your line manager any equipment which is in need of repair.
- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- Observe and apply all MFT / Sodexo Health and Safety protocols, i.e. use of personal protective equipment (PPE), carrying out the Three Checks for Safety prior to engaging in work tasks.
- To co-operate with MFT in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.
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**5. 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.

To act on own initiative & adapt quickly to change.  
To work under pressure in a busy environment.  
To maintain professionalism and demonstrate care and compassion with patients and other service users

**6. Job profile** – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

**Desirable**

Basic Food Hygiene Level 2  
Awareness of HACCP  
Experience of working in a Catering Department.

**7. Organization chart** – Indicate schematically the position of the job within the organization. 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.

**Levels**

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Received:

Date: 01/08/25

Beverley Ogrady

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Job holder

Date: 01/08/2025

Selina Rose

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Immediate Manager