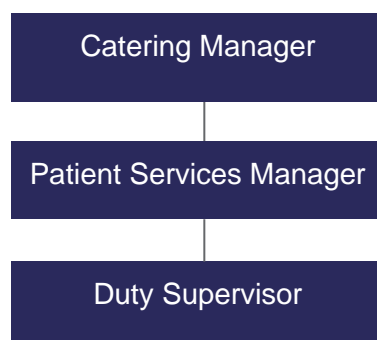


JOB DESCRIPTION

Position Title	Kitchen Supervisor	Generic Job Title	Supervisor
Segment	Healthcare	Location	Birmingham Children's Hospital
Reports to	Patient Services Manager	Office / Unit name	Patient Dining
Additional Reporting to	Retail Manager		

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 Retail 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.
- Ensure communication with staff with reference to any specific dish content, portion size relevant to a specific patient.
- Use Drive with regards to the ordering of items in accordance with production requirements and allergen management.
- To assist (as required) with retail.

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 standards.
- 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.

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

- 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.

Desirable

- Level 3 Food Safety certificate
- Previous supervisory experience

Employee Signature.....

Employer Signature.....

Version	1	Date	Nov 2024
Document owner			