

QUALITY OF LIFE SERVICES

Function:	Healthcare
Job:	Catering Services
Position:	Operational Food & Beverage Manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Site Director
Additional reporting line to:	Contract Director
Position location:	Colchester Hospital

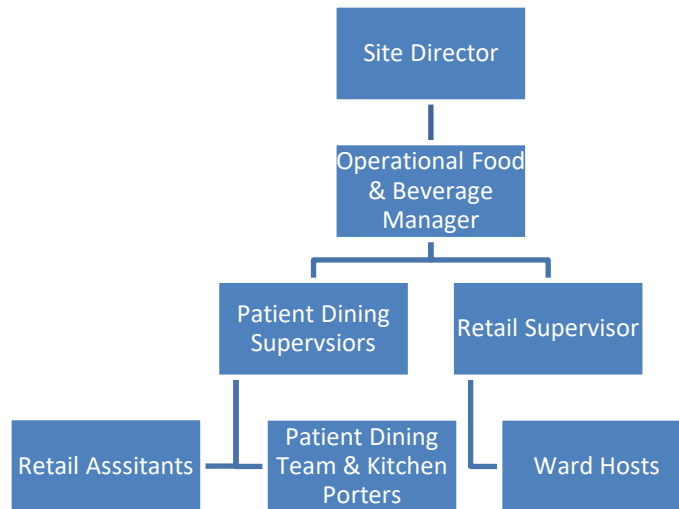
1. Purpose of the Job – State concisely the aim of the job.

Responsibility for the provision of patient feeding and retail at Colchester Hospital and Community Sites. To ensure the standard of food and production throughout the service is maintained for patients. Particular emphasis will be based on food quality and monitoring of the standards of patient catering provided. The implementation and management of all the companies' policies and procedures in your areas of responsibility. Training of all staff under your control.

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 FY25:	EBIT growth:	tbc	Growth type: n/a	Outsourcing rate:	n/a	Region	Workforce	tbc
	EBIT margin:	tbc		Outsourcing	n/a	HR in Region		tbc
	Net income growth:	tbc		growth rate:				
	Cash conversion:	tbc						
Characteristics								

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.

- Challenging client and service environment
- Relevant Food Safety Legislation
- Cost pressures relating to inflation and supply chain
- Ensure compliance to the audit process of Kitchen Works

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

- Ensure all staff are effectively employed and developed to meet the needs of the business
- To work closely with the Patient Dining team to effectively manage the meal service at ward level ensuring that agreed service standards are being met.
- Support Services department with specific training for ward hosts
- Manage the day to day operations to deliver retail and patient dining service to expected standards
- Work effectively to control the provision of foods to the wards and maintain stock levels to meet Sodexo guidelines
- To ensure that a full monthly stock take in patient feeding and retail are carried out in line with the company trading calendar.
- To ensure all departmental financial targets are met in line with annual budgets and forecasts.
- Report weekly on any variances to budget/forecast on all cost lines.
- Provide accurate labour reports detailing reasons for any overspend.
- To ensure that extremely high standards of food preparation are in line with the strict hygiene procedure.
- To ensure patient menus are compiled efficiently, ensuring wastage and ordering are kept to a minimum.
- Regularly review Waste watch & wastage data to identify improvements to be made.

- Effectively manage the patient menu system (Saffron) and ensure that all data is captured, and information kept up to date.
- Ensure compliance with The Food Safety and Hygiene regulations, Company and Trust policies.
- Ensure all staff observe and adhere to all relevant Health and Safety legislation and that records are kept.
- To ensure that all staff are trained in all relevant Food Safety and Health Safety legislation company and Trust policy and procedures.
- Manage weekly staff rosters and holiday allocation to ensure smooth running of the departments.
- Ensure that all annual Personal Development Reviews are carried out for all staff under your remit.
- Provide and maintain accurate quality and monitoring documentation for all patient feeding associated tasks.
- Carry out service audits aligned to Catering KPI Indicators.
- Manage all complaints and queries received from the wards and retail outlets.
- Create positive working relationships with Trust, clients and staff.
- Ensure all staff under your remit are correctly trained in safe working procedures.
- Provide guidance to all staff in procedures and practices ensuring all appropriate records are maintained.
- Ensure annual refresher training in Food Hygiene, Health & Safety, Core Skills and Infection control is carried out within the deadlines.
- Continually assess and monitor all supervisors and staff training needs and present training recommendations.
- Ensure all staff maintain standards of personal and Food Hygiene in accordance with the Food Safety Act 1990 and as revised 1995, The Food Hygiene Regulations, Company Policy and as required by the client.
- Provide training to ensure that all critical stages of food production and service are carried out in a safe and controlled manner.
- Provide accurate monitoring records to show evidence of "DUE DILIGENCE" and "Safe Working Practices".
- Instruct all staff in the use of equipment and the correct safety procedures when using or cleaning of the equipment and maintain accurate records of all such training.
- Ensure that all staff observe and adhere to all relevant Health and Safety Legislation and correct records of Health and Safety Training are maintained. You are responsible to ensure any faulty equipment is repaired and any Hazards in the workplace are identified and corrective action taken
- Carry out regular checks on refrigerators and freezers, to ensure that temperatures are correct and that all foods are stored correctly in accordance with the companies' regulations and in line with the Food Safety Act.
- Carry out and comply with, any reasonable request in connection with your employment position by the Site Director.
- During the course of his or her duties, the post holder may have access to confidential information, which must not be divulged to an unauthorised person at any time.
- Attend any meetings with the Trust in relation to Patient Catering and Retail.

This position is responsible for the Patient Catering Service and Retail seven days per week and therefore demands a flexible working approach to manage the services and the staff in your control.

This job description is not intended to be an exclusive list of duties of the post holder and may be varied to the changing demands of the department.

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.

- **Continuous Development:** The post holder will be responsible for the continual development and improvement of the patient dining and retail services, resulting in reduced costs and improved service user satisfaction.
- **Operational Management:** The post holder will be responsible for overseeing their assigned operational business area and managing compliance with legal, regulatory and company requirements. The post holder will effectively manage continuous improvements, taking corrective action where necessary and informing the General Manager of performance issues. The post holder will resolve daily operational issues within their assigned area
- **Service Excellence:** The post holder will be responsible for driving all aspects of service excellence across their operational business area including brand integrity, quality, compliance, Sodexo corporate social

responsibility and service standards. The post holder will ensure that work is to the required standard and meets the client expectations

- **Leadership & People:** The post holder will role model the company values and ensure they are reinforced at every opportunity. They will provide clear leadership and direction on all aspects of the assigned operational business area, ensuring assigned employees deliver on business objectives. The post holder will lead by example and champion effective communication.

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

- Proven experience of leading a team within a service environment
- Proven experience of managing operations within a catering service
- Ability to communicate effectively with team members and line manager
- Experience of delivering relevant training, using company guidelines
- Understanding of relevant Health & Safety, Employment and other legislative requirements
- Experience of implementation and adherence to HACCP
- Strong attention to detail and adherence to standards
- Proven IT skills
- Ability to deal with stressful situations with a flexible approach to the role
- Analyse problems, develop opportunities and implement innovative solutions

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	
▪ Commercial Awareness	
▪ Employee Engagement	
▪ Learning & Development	

9. Management Approval – To be completed by document owner

Version	1	Date	06.02.2025
Document Owner			