

# Job Description: Xxxx

Function:	To deliver a quality patient dining experience
Position:	Patient Services Patient Dining manager
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	General Manager Patient Services
Additional reporting line to:	
Position location:	Stoke Mandeville Hospital

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

- To assist the General Manager Patient Services in ensuring the provision of a high-quality, cost-effective Patient Dining Service to meet the requirements of the contract.
- To deliver the service at all times in line with of the monitoring processes, contractual service specifications and performance standards.
- To build relationships with the SPV and trust Property service Team so as to develop a mutual respect on service delivery and quality matters

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

- To maintain and develop the patient dining experience with safety at the forefront.
- To ensure that all staff are paid correctly and in a timely manner using the KRONOS system.
- To ensure that all procedures for food safety are followed and correct equipment and materials are used to meet the required standards and that these are used safely and stored correctly.

## 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.

- To update and implement menu changes working with both Sodexo and Trust dieticians.
- Work with all Patient Dining suppliers to ensure stock availability and menu refreshes.
- Constantly assess the risk to the Trust/SPV for all Patient Dining Management provisions including HACCP/ COSHH /Risk Assessments and Equipment asset register
- To manage the Patient catering audits and ensure end of month information is timely and accurate.
- Achieve all labour KPI's.
- Training of staff to be managed and up to date.

**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.

- Results focused; gets on with the job and likes to work to demanding goals and targets.
- Excellent client relationship skills, with experience of successfully managing teams.
- A confident and adept communicator, with the ability to operate effectively at all levels.

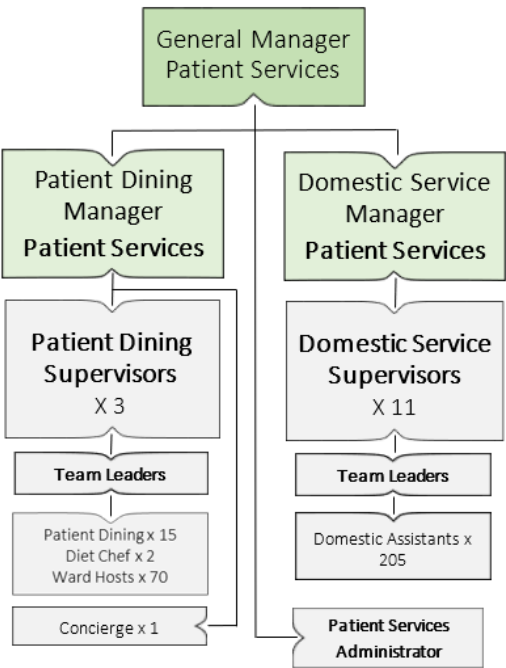
**5. Dimensions** – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

- The patient dining service delivers meals to 600 patients 3 x per day patients it is a cook freeze service in the main
- There are 85 members of the patient dining team including Supervisors.

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

- Minimum of level 3 food safety and to work towards level 4 food safety.
- Knowledge of EHO requirements for a hospital environment
- Experience of working in a food-based industry.
- Proven experience of managing a diverse workforce within a service environment.
- Proven experience of managing to budget requirements within a catering service.
- Experienced in training and development of staff

**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:

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Job holder

Date:

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Immediate Manager