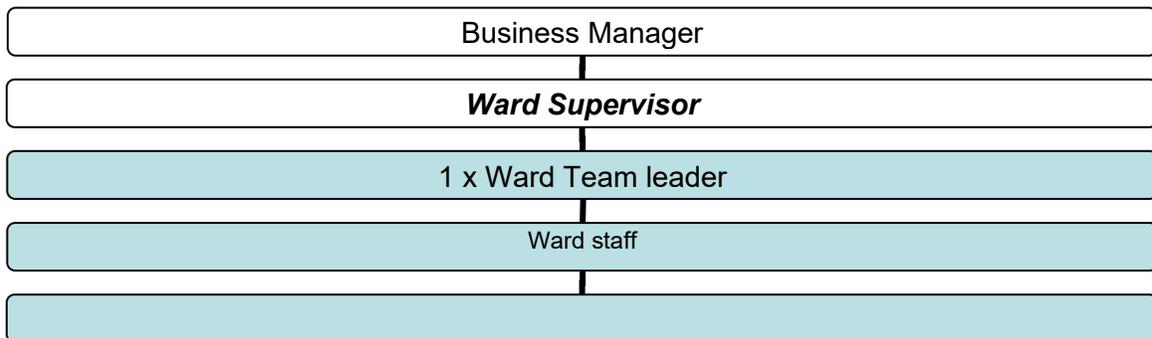


<b>Position Title</b>	Ward Supervisor
<b>Generic Job Title</b>	Ward Supervisor
<b>Team Band</b>	N/A
<b>Reports to</b>	Business Manager

<b>Department</b>	Catering
<b>Segment</b>	Healthcare
<b>Location</b>	York
<b>Office / Unit name</b>	Nuffield Hospital

**Organisation structure:**



**Job Purpose**

To manage the team in the delivery of patient food to the agreed specification and following all food and health and safety regulations. To act as support to the ward manager and to ensure staff are completing the necessary procedures and task.

**Accountabilities** or "What you have to do".

- To manage the delivery of patient meals ensuring patients receive their order on time, the order is correct and delivered at the required temperature and standard.
- To ensure all food practices are to the agreed standard e.g. temperatures and cleaning rotas.
- To lead develop and train the team to the required standard.
- To plan staff rotas in accordance with patient numbers and continually monitor and adapt rotas according to patient numbers.
- To be ensure staff adhere to company policy and site-specific rules, both Nuffield and Sodexo
- To manage staff uniform and ensure all the ward team are presented to the required standard.
- To visit patients daily to check on their wellbeing and gather feedback on the service provided.
- To attend any required Nuffield and Sodexo Meetings
- Ensure good levels of communication with the ward team, complete team briefs as required.
- To ensure the completion of all ward paperwork at the correct times such as temperatures, supervisors check lists

and handover books.

- To ensure stock rotation and food labelling standards are adhered to.
- To adhere to any reasonable request by management
- Ensure the completion of ward transfer sheets by staff so that the correct charges are applied.
- Ensure any special diets are catered for on the ward (liaise with chefs)
- Clearing rooms and ensuring there are no trays, plates or crockery left after service in a patient room. Maintaining a high standard of cleanliness on the ward, keeping up with all classing tasks detailed in the cleaning rota and identifying other areas that require cleaning on an adhoc basis.

**Key Performance Indicators (KPIs)** or “What it will look like when you are doing the job well”.

- PSS scores to be in line with company targets.
- Site H&S Rules adhered to at all times by your team and yourself.
- Client feedback
- Completion of actions in the required time frame supervisors meeting actions
- PDR objectives

**Knowledge, skills and experience**

***Essential***

- Manual Handling Training
- Food safety level 3
- Managing Safely in Sodexo
- Basic knowledge of computer skills
- Team player

**Additional**

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Version		Date	24/2/26
Document owner	Anthony Thackray		

Print.....

Signed .....

Date.....