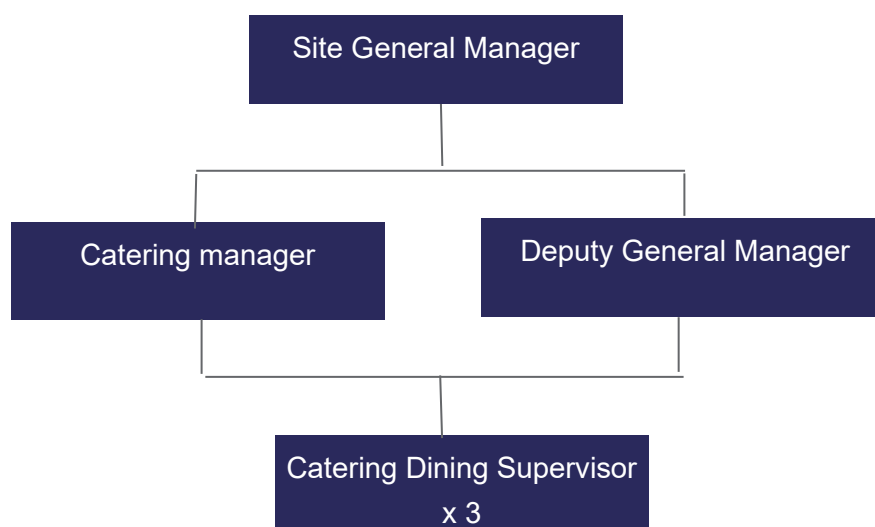


Patient Dining Supervisor

JOB DESCRIPTION

Position Title	Patient Dining Supervisor	Department	Catering
Generic Job Title	Patient Dining Team Leader	Segment	Healthcare
Team Band		Location	Bassetlaw - Worksop
Reports to	General Manager	Office / Unit name	BDGH

ORGANISATION STRUCTURE



Job Purpose

- Assist in the management of a high quality, timely, responsive, cost-effective and pro-active patient dining service to meet the needs of the wards and departments
- Provide direction, guidance and support to ensure the necessary duties are carried out to maintain an efficient service within the hospital and associated areas
- Be responsive to service needs as they arise and to constantly seek to improve the productivity and quality of the service
- All work must be undertaken in line with health, safety, security and Company and Trust policies and procedures
- Undertake a number of other support services to assist the functioning of the Trust operations

Accountabilities or “what you have to do”

- Deploy a team of catering staff, assessing workload schedules and allocating resource as required whilst prioritising urgent requests.
- Draw up weekly staff rotas.
- Supervise the work of all catering staff in order to maintain and deliver a quality service according to set work schedules and procedures.
- Undertake weekly monitoring of quality control systems for the catering service
- Undertake appropriate remedial action in areas that do not meet the required standards.
- Control and issue all catering equipment and materials within budget limits.
- Oversee the reporting of maintenance defects of catering equipment and materials, according to set procedures.
- Assist in implementing catering policies to agreed standards.
- Accurate completion of legal documentation in line with Food Safety and Health and Safety Policies
- Monitor and report on all staff absences and sickness.
- Ensure that all catering materials and equipment are kept clean, hygienic and maintained. Ensure that all materials and equipment are always locked away when not in use.
- Ensure that all catering staff follow the correct procedures for signing out / in of all keys.
- Control the receipt and issue of catering materials and equipment ensuring clear stock control at all times.
- Accurate completion of necessary documentation as requested.
- Build and maintain effective relationships with staff, clients and other departmental supervisors.
- Show and train new catering staff.
- Assist in, organise and implement appropriate training in line with personal development plans and divisional business plans.
- Provide cover as necessary in times of staff shortages.
- Analyse and resolve staff performance problems.
- Conduct catering staff appraisals.
- Complete surveys as required.
- Carry out routine admin tasks as required.
- Recommends changes to catering policy and service delivery, implementing changes as appropriate in consultation with the management team.
- Perform other such duties as may be reasonably requested by the Management team.

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

- Cost per patient per day in line with budget
- Green Safeguard Audits
- EHO reports in accordance with Food Safety and Health & Safety policies
- High staff morale with sick absence levels below 3%
- Feedback very good from Customer Satisfaction Survey
- Efficient and economic use of labour without premium rate overtime or spikes in annual leave

Skills, Knowledge and Experience

Essential

- Good standard of literacy and numeracy
- Proven IT skills
- Experience in delivering training, using company guidelines

- Effective communication and customer care skills with patients, visitors, customers, clients, and staff
- Strong interpersonal skills and ability to communicate effectively with customers, clients, and staff at all levels
- Good time management and organisational skills
- Ability to monitor, lead and develop a team of people increasing individual effectiveness through leadership, motivation, communication, coaching and training
- Ability to monitor performance levels at all times
- Understanding of relevant Health and Safety, Employment and other legislative requirements
- Persuasive skills for staff, patients, and relatives
- Ability to respond quickly to problems
- Ability to take instruction from both line manager and clients
- Ability to achieve and set high standards and operate to performance criteria
- Self-motivated
- Sense of own initiative
- Empathy with patients and visitors
- High standards of personal hygiene
- Ability to work independently and as part of a team
- Ability to deal with stressful situations
- Positive approach to learning in role and identifying own training needs as appropriate
- Flexible approach to role

Desirable

- Hospital experience
- Financial awareness in managing budget
- Experience in supervision
- Knowledge of NHS policies, equipment requirements, management

Contextual or other information

- **Quality** - Sodexo is committed to providing patient customer care of the highest quality and promotes this through the customer care training of their staff.
- **Confidentiality** - During the course of his / her duties, the post holder may have access to confidential information which must not be divulged to any unauthorised person or any relative at any time.
- **Policies and Procedures** - The post holder is required to familiarise and comply with all relevant Sodexo and Trust policies and procedures.
- **Ensure safe practice** to minimise the risks of infection to patients and staff in accordance with national and Trust policy, in particular to be aware of their responsibilities as listed in the Infection Control Operational Policy.
- **Health and Safety** - Ensure that all procedures for security, safety, health and fire precautions are adhered to in accordance with the Health and Safety Policy.
- **Staff must take care of their own safety and others who may be affected by their actions or omissions.** Health and Safety in the workplace is a two way process. Managers must make sure their employees work in a safe environment and they have an obligation to report any Health and Safety concerns to management. The workforce must ensure that all equipment or personal protective equipment provided is used in the appropriate manner. They must also report any accidents or near misses to the appropriate manager and must also complete the appropriate Incident / accident report forms.
- **Irregular Duties** - Relieve and assist in other establishments in certain circumstances.

- Attend to and take all necessary action, statutory and otherwise in the event of accident, fire, loss, theft, lost property, damage, or other irregularities and complete the necessary return and / or reports.
- Attend meetings and training courses as requested.

The duties of this post are not exhaustive and may be reviewed and amended as necessary in accordance with a changing environment.

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