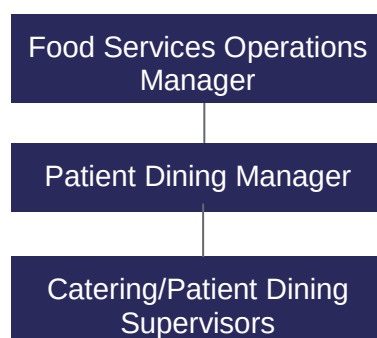


JOB DESCRIPTION

Position Title	Patient Dining Manager	Department	Management
Generic Job Title	Business Manager (medium)	Segment	Healthcare
Team Band	A	Location	Manchester
Reports to	Food Services Operations Manager	Office / Unit name	Central Manchester University Hospitals

ORGANISATION STRUCTURE



Job Purpose

- Management of the full patient dining service including the provision of special dietary requirements, menu development, TVF provision, availability of stock, and budgetary management and accountability.

Accountabilities or “what you have to do”

- To assist the Food Services Operations Manager to deliver budgeted profit and turnover for services and accounts
- Responsible for ensuring compliance of own team with all Company and Trust policies and procedures whilst proactively responding to prevent and deal with issues of non conformance
- Responsible for compliance on food and H&S legislation, ensuring effective communications with the local EHO and taking all necessary actions within area of responsibility
- Responsible for financial management of the allocated budget for area ensuring that stock levels, wastage and labour are effectively managed
- Responsible for liaising with dietary specialists to further enhance the patient dining offer
- Ensure achievement of high levels of client and service user satisfaction, and monitor these on regular basis. This will be measured via Clients for Life review processes
- Responsible for the recruitment and management of direct reports. This will include responsibility for their development which will include health & safety, communication of shared goals and ensuring that effective performance development reviews (PDRs) take place

- Responsible for managing staff within area of responsibility in line with the appropriate policies in relation to issues including conduct, performance, absence, grievance, fair treatment, pay progression, leave and all other HR policies
- Promote effective two way communication within all levels of staff in area. This will include ensuring that team briefings take place and that Company and Trust objectives and values are clearly understood
- Champion the CARES programme to ensure all staff are committed to delivering high levels of customer service at all times communicated
- Promote and deliver the Brand Ambassador modules and act as Sodexo Brand Ambassador
- Ensure that health and safety standards are understood and delivered across all of hospital operations. This must include any agency staff and all employees from their first date working on site
- Contribute to discussions with Food Services Operations Manager regarding sharing ideas and best practice to improve site performance
- In conjunction with the Food Services Manager, continually review menus for patients to ensure innovation and market trends are incorporated while profit margins are maintained
- Liaise closely with 3rd party contractors used on site to ensure that a quality and value for money service is provided. This will include the supply of any agency labour used and ensuring that the suppliers comply with all Company and Trust requirements. Report any concerns to manager
- Contract compliance and being accountable for delivering services to the contract and service specification in an efficient manner
- Ensure that payroll procedures (UDC, TMS/Kronos) are carried out correctly on a daily/weekly/monthly basis to ensure the accurate and timely payment of all staff under area of responsibility. To deal with any payroll queries and errors as a priority liaising directly with payroll as appropriate
- Accountability for escalating potential risks identified as appropriate to manager. These risks may be operational, related to knowledge and people, financial, compliance or risks to the Company reputation
- Participate in providing 7 day cover on a rota basis
- Manage own continued professional development identifying any areas for own development
- Any other tasks as requested by line manager
- This job description is not intended to be exhaustive and will be amended in light of the changing needs of the service.

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

- No financial penalties within area of responsibility
- High staff morale with sickness absence levels below the agreed annual percentage
- Efficient and economic use of labour without premium rate overtime or spikes in annual leave
- Achievement of budget
- Green on all audits within area of responsibility; H&S, Financial, HR

Dimensions

Financial	Revenue approx. £4.6m; GP approx. £1.2m
Other	Responsibility for approx. 35 employees

Skills, Knowledge and Experience

Person specification		
	Essential	Desirable
Qualification		■ NVQ Healthcare support services, BICSc, CPSS ■ Qualification in Food Safety and Hygiene standards, and Health &

Experience		Safety ■ HND in Hotel, Catering or Institutional Management
	■ Proven experience of managing a diverse workforce within a service environment ■ Proven experience of managing to budget requirements within a catering service	■ Previous experience working in a healthcare environment ■ Experience of working within a unionised environment ■ Experience in the training and development of staff ■ Experience of collaborative working within a joint hard and soft FM environment
Behaviours	■ Show empathy, care and compassion (C) ■ Ability to communicate effectively with patients, visitors, colleagues, clients (C) ■ Ability to work independently, flexibly and professionally – dealing with stressful and changeable situations (A) ■ Ability to adhere to instructions, standards and procedures (A) ■ Ability to build relationships and show respect for other people (R) ■ Positive attitude and enthusiasm (E) ■ Ability to work as part of a team (S) ■ Excellent customer service skills (S)	
Knowledge	■ Excellent literacy and numerical skills	

Contextual or other information

Sodexo provide a full range of both hard and soft facilities services across numerous NHS and PFI hospital contacts around the UK, these include catering, retail, domestics, portering, switchboard, helpdesk, estates and maintenance, reception, mailroom, security, couriers, car parking and waste management.

During the course of the duties the postholder may have access to confidential information which must not be divulged to any unauthorised person.

The postholder has a responsibility to comply with the Trust's policies and procedures regarding their own conduct on site, including but not limited to infection control, smoking and car-parking as well as ensuring that any employees under their supervision equally comply.

Version	V2	Date	April 2014
Document owner	Mark Davis		