

Job Description: Duty Manager



Function:	Patient Dining
Job:	Managing Patient Dining Service
Position:	Duty Manager
Job holder:	Operations Manager
Date (in job since):	
Immediate manager (N+1 Job title and name):	Andrew Bryne Assistant Ops Manager
Additional reporting line to:	Ellie Williams Assistant Ops Manager
Position location:	Hereford

1. Purpose of the Job –

To supervise a team delivering a high quality service to Herefordshire NHS patients, staff and visitors, ensuring the requirements and standards laid down in the contract are maintained, Within the constraints of the hours of contract.
To strive to meet all targets and maintain food safety compliance as set by company regulations
To maintain standards of business in the absence of the Manager.

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.

Sodexo are responsible for serving 200+ patients per day 365 days a year.

3. Organisation 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.

Add org chart

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.

- Ensuring all services are provided at the designated times
- Ensuring all Temperature controls are adhered to at all times
- Ensuring all equipment is left clean after use
- All areas worked in are left in a clean state following cleaning schedules
- Ensure all company policies are adhered too at all times
- All work is conducted in a safe manner in accordance with Health & Safety GREAT training

Compliance documents are signed by the correct person

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

To work in the Unit Kitchen, providing and delivering high quality service in line with company guidelines

- Probing of all food temperatures and recording, during storage, preparation, regeneration and service adhering to food hygiene legislation at all times.
- Stock rotation of all foods
- Decanting chilled food and portioning of food preparation of food and garnishing
- Preparation of hot and cold food
- Serving of food to staff and visitors
- Ensure the stock is accurately taken and recorded
- Maintain and sign off due diligence records.
- To deliver training of staff in Health and Safety, Food Safety and Retail
- Maintain high standards of customer care

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.

To prepare and provide the accounts department all required information for invoicing.

To maintain the health & hygiene and food safety standards at all times and maintain all hygiene records and documents as per HACCP.

To use safe systems of work at all times

To attend training as required

To attend scheduled meetings as required

To report any defective equipment as per the laid down system

Supervise patient dining staff

Recruitment of operative staff

To provide accurate and relevant information for processing wages

Provide cover as necessary in times of staff shortages

Assess workload schedules and allocate resource as required

To carry out all monitoring of the kitchen areas, if requested

To understand the budget for the area of responsibility and the contract as a whole

To carry out reasonable requests made by a senior member of the Sodexo team as required to operate the service in line with contractual requirements.

To establish excellent relationships with customers and staff whilst ensuring their health, safety and welfare

To comply with the Company's Policies and Procedures

To maintain up to date records

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

Essential

- Ability to learn new skills
- Ability to work safely at all times
- Ability to follow instruction at all times

- Good customer service skills
- Experience in a supervisors role
- High standards of personal Hygiene
- Ability to work as part of a team and independently
- Ability to work under own initiative
- The ability to communicate effectively

Desired

- Prior knowledge of working in a food and retail environment
- Excellent literacy and numeracy skills
- Ability to use a PC /tablet
- Ability to lead a team

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

Innovation and change	
Brand Notoriety	
Food safety	
Health and Safety	
Missions and Values	

9. Management Approval – To be completed by document owner

Version	1	Date 11/05/18	
Document Owner	Ellie Williams		