



CATERING SUPERVISOR

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Catering Supervisor
Band	3
Directorate	Chief Nurse Directorate
Accountable to	Assistant Catering Operations Manager
DBS Required?	Standard

JOB PURPOSE

To be responsible for supervising the day to day Operations of the Patient Catering Service at The Princess Royal Hospital, Telford.

To contribute to the development of strategic plans and to assist in the development of operational plans for the services in conjunction with the Catering Operations Manager and Assistant Catering Operations Manager.

SCOPE AND RANGE

- Primarily responsible for supervising the day to day Operations of Commercial Catering Services at The Princess Royal Hospital and when necessary to supervise the patient Catering Service.
- Representing the Assistant Catering Operations Manager at meetings as appropriate.
- Will be required to work with a broad range of stakeholders, members of Divisional Teams, Clinical Site and Nurse Managers, External Partners and Professional Organisations to ensure that the Trust objectives are met.

MAIN DUTIES AND RESPONSIBILITIES

Management Approach

- Ensure that a professional approach is taken to ensure the effective delivery of the Catering Services at The Princess Royal Hospital.
- Ensure that subordinate staff responsibilities and objectives are clearly defined and that they are developed and supported to make an effective contribution to the corporate objectives.
- Develop and maintain effective channels of communication to ensure all staff are kept informed in a timely and appropriate manner.
- Facilitate communication and co-operation within the team.

PLANNING AND PERFORMANCE REVIEW

- To assist the Assistant Catering Operations Manager with the implementation of operational plans for the catering function.
- To contribute to the agreement of service and financial objectives for the areas under control.
- To assist the Assistant Catering Operations Manager in monitoring the performance of The Princess Royal Hospital, Telford catering function against its agreed objectives, and be responsible for taking corrective action where necessary.
- To assist the Assistant Catering Operations Managers to review the success of the catering function, evaluate and when requested implement options to enhance performance.
- To support the Assistant Catering Operations Manager with the development of the service in collaboration with appropriate members of staff and to ensure that service provision matches agreed standards.

- To ensure the most appropriate and effective use of resources taking into account competing priorities and performance targets.
- To assist in investigations into HR Issues, Health & Safety Incidents and Complaints when necessary.

RESOURCE MANAGEMENT

- To assist the Assistant Catering Operations Manager in implementing budget and expenditure controls, including the achievement of any cost improvement targets.
- To implement agreed initiatives to maximise income within Catering Services.

HUMAN RESOURCES

- To assist the Assistant Catering Operations Manager in the supervision of all Catering Service Staff at The Princess Royal Hospital.
- To implement agreed performance review and objective setting measures, including all staff development and training needs.
- To ensure compliance with IWL standards within the Catering Team.
- To promote a positive employee relationship environment, communication and involvement.
- To undertake first line sickness, grievance and disciplinary meetings in accordance with the trusts policies and procedures.
- To assist the Assistant Catering Operations Manager in effectively managing the sickness absence of staff within the team, by managing absence levels and addressing the cause of absence, whilst acknowledging a commitment to supporting staff as far as is reasonable.
- To assist the Assistant Catering Operations Manager in the recruitment and retention of catering staff, ensuring the provision of adequate levels in order to deliver the catering service.

DEVELOPMENTS

- To assist the Assistant Catering Operations Manager in identifying potential opportunities in the development of Catering Service and implementing identified solutions.

SPECIFIC RESPONSIBILITIES

- To be responsible for the day to day supervision of all Catering Services at The Princess Royal Hospital.

- To work closely with Facilities colleagues at all times.
- To assist the Assistant Catering Operations Manager in implementing contingency plans.
- Responsible for day to day operational decisions and delegation of work to subordinate staff.
- Plans schedules of work and makes adjustments where necessary.
- To assist the Assistant Catering Operations Manager to regularly review and update patient and commercial menus.
- To liaise with the Hygiene & Compliance Officer/Food Safety Advisor and to ensure compliance with NHS Controls Assurance Standards and all the current Food Safety Legislation, relevant guidelines for Good Catering Practice and adherence with the Trusts Food Safety Policy, and HACCP Food Safety Management System.
- To ensure compliance with the Health & Safety at Work Act 1974 and any regulations made under this Act and adherence with the Trusts Health & Safety Policy undertaking risk assessments in the workplace, taking and reviewing corrective action with full documentation throughout the process.
- To ensure all necessary HACCP, Food Safety and Health & Safety documentation is accurately completed, implementing corrective actions when needed.
- Assist the Assistant Catering Operations Manager to ensure compliance with PEAT standards for food and hydration.
- To Assist the Assistant Catering Operations Manager in undertaking Catering Surveys, Food Service and Waste Audits and implement corrective actions.
- To assist the Assistant Catering Operations Manager to ensure the Food Policy is adhered to.
- To produce departmental rota's, ensuring the department has sufficient resources to operate effectively.

SYSTEMS AND EQUIPMENT

- To be fully conversant with corporate communication systems to enable optimum effectiveness of these.
- To be familiar with the use of information technology systems and equipment in use within the Trust.
- To be conversant with software operated within the Catering Department.

DECISIONS, JUDGEMENTS AND FREEDOM TO ACT

- To work with a degree of initiative and deal with matters independently where they can, reporting to the Assistant Catering Operations Manager.
- To be accountable for decisions affecting the services under their control in liaison with the Assistant Catering Operations Manager, including those related to Financial and Human Resources, Quality and Service Developments within Catering.
- To support the Assistant Catering Operations Manager in ensuring appropriate systems are in place to deliver effective services.
- To act in accordance with the Code of Conduct for NHS Managers.
- To comply with Trust policies and procedures.

COMMUNICATION AND RELATIONSHIPS

- To maintain effective systems of communication, written and verbal, formal and informal, within the catering function.
- To ensure information in respect of the Catering Department is disseminated appropriately.
- To ensure that confidentiality is maintained at all times in accordance with the Trust's Confidentiality Policy.
- To liaise with the Environmental Health Officer and Trusts Hygiene & Compliance Team, where necessary, proactively implementing recommendations to ensure that the Trust fulfils its legal obligations.
- To promote good customer service, deal with customer complaints and actively seek customer satisfaction feedback.

PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE POST

- To travel between RSH and PRH sites to attend meetings as required.
- To work flexibly as appropriate in order to meet agreed and critical deadlines, both short term and long term.
- To act sensitively at all times in ensuring that the concerns of staff are dealt with sympathetically.
- The post involves moderate physical work for several short periods.

- Occasional requirements for concentration in order to deal with Catering work patterns.
- Occasional degree of mental and emotional effort is required when dealing with staff performance issues and customer dissatisfaction.
- Frequent exposure to a hot kitchen environment.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> NVQ level 3 in supervisory / team leader / NEBBS certificate / Diploma in supervisory Management Equivalent or relevant experience. Level 3 award in food safety or equivalent. 	<ul style="list-style-type: none"> IOSH Certificate Training qualification D32/33 or similar IT Qualification Customer Care Qualification First Aid at work

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Supervisory experience in a catering environment. Understanding of Food Hygiene HACCP food safety management and food safety legislation Experience of supervising Health & Safety within a catering environment. 	<p>Previous function experience</p> <p>Experience in undertaking risk assessments.</p> <p>Basic understanding of customer care</p> <p>Experience of a computerised hospitality management system / POS eg menu mark</p> <p>Previous NHS catering experience within commercial and patient feeding & understanding of special diets</p>

SKILLS

ESSENTIAL	DESIRABLE
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| <ul style="list-style-type: none">• Supervisory / Team leader skills• IT Literate• Able to use own initiative and make decisions• Good numeracy and literacy skills• Planning and organisational skills• Excellent communication skills• Smart appearance and articulate• Ability to carry out on the job coaching / training• Able to work weekends and shift patterns between 6.30am and 9pm | |
|--|--|

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

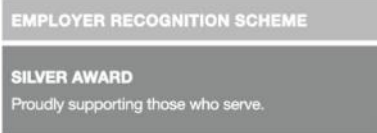
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





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[Getting to The Royal Shrewsbury Hospital](#)

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[Getting to The Princess Royal Hospital](#)