

FACILITIES MANAGER - CATERING

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, 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
- 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
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework – it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space – centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions – consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- Lead and manage the Catering Service to make sure patients, visitors and staff receive a high-quality food service every day.
- Manage catering staff, including recruitment, training, performance, attendance and staff wellbeing, to ensure the service runs safely and effectively.
- Plan, organise and monitor catering operations, making sure meals are prepared and served to agreed quality, nutrition and food safety standards.
- Manage budgets, resources and service improvements to deliver value for money and help the service achieve its goals.
- Work closely with colleagues, clinical teams, patients and external organisations to maintain good communication and continuously improve the catering service.
- Ensure all catering activities follow health and safety, food safety and NHS requirements, and take action to resolve issues, complaints and risks when needed.

Job Description

Job title:	Facilities Manager - Catering
Grade:	Band 6
Site:	The Royal Shrewsbury/The Princess Royal Hospital, Telford
Accountable to:	Senior Facilities Manager - Catering
DBS required:	Yes, Standard DBS

Job Purpose

To be responsible for the Management of the site Catering Service including all aspects of Human and

Financial Resource Management.

To contribute to the development of strategic plans and hold responsibility for the development of

operational plans for the services, in conjunction with the Senior Catering Manager.

PRH based – To lead on cross site Patient feeding systems, changes and developments as directed

by SFM

RSH based – to lead on cross site Retail systems, changes and developments as directed by SFM

Main Duties and Responsibilities

- Responsibility for the day-to-day Management of Catering Services ensuring a professional approach is taken to ensure effective delivery of services.
- Have responsibility for managing a delegated budget and expenditure controls including cost improvement targets.
- Specifically will be responsible for managing all catering staff, planning and coordinating meal services and ensuring the safe production of quality meals for patient and commercial services.
- 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 directorate and external organisations. Working 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.
- Will be the line manager for the department assistant Manager and supervisors and reports directly to the Senior Catering Manager
- To monitor the performance of the catering function against its agreed objectives and be responsible for taking corrective action where necessary.
- To review the success of the catering function, evaluate and where appropriate, develop and subsequently implement options to enhance performance.
- To develop 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 undertake investigations into HR Issues, Health & Safety Incidents and Complaints as required producing appropriate reports and action plans.
- To manage the budget and expenditure controls including the achievement of any cost improvement targets.
- To manage all resources within the Catering Service
- To implement agreed initiatives to maximise income within Catering Services
- To Manage all Catering Services Staff
- To implement agreed performance review and objective setting measures, including all staff development and training needs.
- 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 Senior Catering 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 be proactive in the recruitment and retention of catering staff, ensuring the provision of adequate levels in order to deliver the catering service.
- To work with the Senior Catering Manager in the development of long-term catering strategies, identifying potential opportunities and solutions to perceived issues. This may include the development of Public/Private Ventures.
- To assist the Senior Catering Manager in implementing and ensuring robust contingency plans are developed and implemented.
- To assist the Senior Catering Manager to regularly review and update patient and commercial menus and the development of standard recipes to meet nutritional requirements.
- To liaise with the Trust Food Safety Adviser to ensure compliance with NHS Controls Assurance Standards, the current Food Safety Legislation, relevant guidelines for Good Catering Practice 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
- Be responsible to contribute and update the Directorate risk register at all times.
- To carry out Food Safety and Health & Safety inspections evaluate, produce reports and carry out corrective actions.
- To undertake regular Catering Surveys, Food Service and Waste Audits, evaluate, produce reports and carry out corrective actions including national data collection e.g. PLACE /ERIC data.
- To support the supervisors in the production of departmental rotas to ensure the department has sufficient resources to operate effectively using relevant IT systems including Healthroster.

Systems and Equipment

- To be fully conversant with 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 fully conversant with software operated within the Catering Department.
- You will be required to use departmental IT systems, to include undertaking statutory and Mandatory training

Decisions, Judgements and Freedom to Act

- To work with a high level of autonomy, within predetermined parameters, reporting as required to the Senior Catering Manager. Work planning to be guided by principles and broad occupational policies and regulations.
- To be accountable for decisions affecting the services under control in liaison with the Senior Catering Manager, including those related to Financial and Human Resources, Quality and Service Developments within Catering Services.
- To support the Senior Catering Manager in ensuring appropriate systems are in place to deliver an effective service.
- To act in accordance with the Code of Conduct for NHS Managers.
- To work in accordance with Trust's Policies and Procedures, including Food Safety Legislation, Departmental Codes of Practice, Standard Operating Procedures, COSHH, Fire, Manual Handling, Health & Safety and attend all Statutory Training

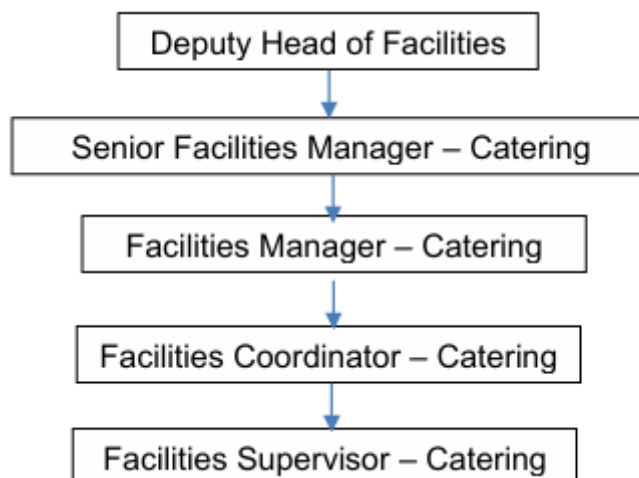
Communication and Relationships

- 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 present written and verbal reports, as required, in relation to operational activities at a variety of forums.
- To maintain communication with external professional bodies to ensure that professional knowledge is accessed and promulgated within Facilities.
- To ensure that confidentiality is maintained at all times in accordance with the Trust's Confidentiality Policy.
- To liaise with the Local Authority Enforcement Officer, e.g. Environmental Health Officer and Trust Health & Safety/Food Safety Advisers, where necessary, proactively implementing recommendations to ensure that the Trust fulfils its legal obligations.
- To deal with customer complaints, actively seek customer satisfaction feedback, carry out audits, evaluate results and plan corrective action.
- To work with Dietitians for menu planning, development of standard recipes and to ensure nutritional requirements are met and maintained.

Physical, Mental and Emotional Demands of the Post

- To travel regularly between RSH and PRH sites to ensure effective management of the Catering Services, for attendance at meetings and cover the service 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
- There is a frequent requirement for prolonged concentration where the work pattern is unpredictable for example due to staff issues and shortages/emergency requests and customer needs.
- There is occasional exposure to distressing and emotional circumstances when dealing with staff disciplinary/welfare issues and customer complaints/abuse.
- Occasional exposure to a hot kitchen environment.

Organisational Chart



Person Specification

	Essential	Desirable
Qualifications	• Degree in Hotel, Catering & institutional Management or equivalent.. • Advanced diploma in Food Safety Management or equivalent • Evidence of a commitment to continuous development • Example • Example	• Customer Care Qualification • NEBOSH/IOSH • Certificate Training Qualification • IT Qualification
Knowledge, Behaviours and Experience	• Significant experience in catering Management, preferably the NHS • A broad knowledge of all aspects of catering • Understanding of Food Hygiene, HACCP, Food Safety Management and Food Safety Legislation. • Experience of managing • Health & Safety within a catering environment	• Experience of working within a commercial environment and patient feeding • Broad knowledge of national and local policies and initiatives relating to catering services • Experience of a computerised hospitality system / POS eg menu mark • Experience in undertaking risk assessments • Experience in managing

		organisational change in human resources.
Skills	• Excellent communication skills • Strong Leadership skills • Planning & Organisational skills. • IT literate • Good numeracy and literacy skills • Ability to work flexibly • Proven ability to communicate with a wide range of internal and external stakeholders including; patients, staff, visitors, suppliers & environmental health	
Other	• Ability to work across both sites when required	

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;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. 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;
- 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 staff;
- 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;
- 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. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive 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** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. 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. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face 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 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;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;

- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- 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.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

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 aims 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.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

