

Catering Supervisor

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.

- Supervise the day-to-day running of catering services, helping to make sure patients, visitors and staff receive a high-quality food service.
- Lead, support and organise catering staff, including training, appraisals, rotas and helping new team members settle into their roles.
- Monitor food safety, health and safety, and hygiene standards, ensuring all legal requirements and Trust policies are followed.
- Help manage menus, stock, ordering and resources to reduce waste and maintain an efficient catering service.
- Deal with customer queries and complaints, promote excellent customer service, and work closely with colleagues across the Trust.
- Support service improvements by carrying out audits, completing records and reports, and helping to ensure the catering service runs smoothly and effectively.

Job Description

Job title:	Catering Supervisor
Grade:	3
Site:	The Royal Shrewsbury Hospital
Accountable to:	Facilities Coordinator – Catering
DBS required:	Yes – Standard DBS

Main Duties

- To be responsible for supervising the day-to-day Operations of the Catering Service
- To contribute to the development of strategic plans and to assist in the development of operational plans for the services in conjunction with the Facilities Manager – Catering and Facilities Coordinator- Catering.
- Primarily responsible for supervising the day-to-day Operations of Catering Services this will focus on retail or Patient Catering Service, but will oversee both when required
- Ensure catering staff responsibilities and objectives are clearly defined and that they are developed and supported to make an effective contribution to the department/trust objectives, arranging and completing staff appraisals and training
- 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.
- To work closely with Facilities colleagues at all times & may be ask to cover at other Hospital if necessary on rare occasions.
- To assist the Facilities Manager – Catering in implementing contingency plans.
- Responsible for day-to-day operational decisions and delegation of work to staff.
- Plan schedules of work and makes adjustments where necessary.
- To assist the Facilities Manager - Catering to regularly review and update, patient and commercial menus.
- To liaise with the 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 Facilities Manager - Catering to ensure compliance with PLACE standards for food and hydration.
- To assist the Facilities Manager – Catering & Facilities Coordinator in undertaking Catering Surveys, Food Service and Waste Audits and implement corrective actions.
- To assist the Senior Facilities Manager to ensure the Food Policy is adhered to.
- To produce departmental rota's using Healthroster and current IT systems in place, ensuring the department has sufficient resources to operate effectively. When required to cover when there are staff shortages within any area within Catering
- To deal with visitor or staff member complaints and escalate to Facilities Coordinator or Facilities Manager - Catering' .
- Ensure the careful use of resources to reduce unnecessary waste and comply with departmental stock rotation and control policy
- Report all sightings of pests to Estates and Facilities Manager - Catering or Facilities Coordinator.
- Report all accidents/incidents and near misses in accordance with the Datix incident reporting policy, or Line Manager.
- Work in accordance with Trust's Policies and Procedures including COSHH, Fire Safety and Manual Handling.
- Work in accordance with duty rotas and work schedules.

- To attend all training identified to ensure you have the correct skills, including Food Safety Training courses, Trust Statutory Safety Updates [SSU] and any other mandatory or on the job training as and when required.
- To assist with the recruitment process, interviews and inductions, train and develop new staff, ensuring consistent high levels of competency in their main duties. 2.25 Use dishwashers in line with manufacturer's instructions. Replenish chemicals as and when required.
- Any other duties as may be delegated by the Line Manager.
- To attend team meetings, 121's and an annual appraisal.
- Placing and accepting orders when required
- On rare occasions you may be required to clean up and dispose of bodily fluids within our commercial or kitchen areas.

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 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 degree of initiative and deal with matters independently where they can, reporting to the Facilities Manager – Catering & Facilities Coordinator.
- Will be required to deal with queries from members of the public, patients and staff from other departments.
- To be accountable for decisions affecting the services under their control in liaison with the Facilities Manager – Catering & Facilities Coordinator, including those related to Financial and Human Resources, Quality and Service Developments within Catering.
- 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
- To support the Facilities Manager – Catering & Facilities Coordinator in ensuring appropriate systems are in place to deliver effective services

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
- 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

	Essential	Desirable
Qualifications	• Level 2 award in Food Safety Measured By or equivalent • Evidence of a commitment to continuous development	• Level 3 in Food Safety Supervisory qualification
Experience and Knowledge	• Proven ability to work on own initiative. • Proven ability to manage own workload and prioritise when there are competing priorities. Evidence of experience of working and	• Relevant experience of working in a catering environment, supervising staff

	contributing in a team. • Evidence of ability to work under pressure.	
Skills	• Evidence of good literacy skills and the ability to understand instructions, guidance, policies and procedures. • Evidence of delivering a high level of customer service • Good IT and keyboard skills (training on specific programmes will be given)	• Knowledge of food safety systems, HACCP, COSHH and dealing with Allergens. • Proven ability to communicate with a wide range of internal and external stakeholders including; patients, staff, visitors, suppliers & environmental health

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.

