

Catering Services Manager

Department: Catering Department

Section: Non-Clinical Support Services

Reports to: Soft Facilities Manager

JE Ref: HCS1338

Grade: 12 **JE Date:** 23/12/2024

Job purpose

To manage a compliant and efficient healthcare catering service including catering for inpatients, outpatients, staff, and all other users of HCS. Ensuring the catering service contributes effectively to the general health and wellbeing of patients, including provision of special diets and nutritional requirements, in an appealing and sustainable manner.

Job specific outcomes

Develop patient menus in consultation with dietetic, nursing, medical specialists as well as patient feedback to ensure meals are appetising, nutritious, biologically safe, and complementing to medical treatment and recovery.

Recruit, train and retain staff ensuring they are suitably qualified and competent to complete catering duties in an acute healthcare environment. Undertake management actions such as: maintaining shift rosters, managing overtime, sickness, annual leave, conducting return to work interviews and referring staff to the Occupational Health Service where necessary, training, performance management including carrying out the appraisal process and HR processes.

Deliver services within allocated budget, providing value for money services which meet the clinical and customer requirements whilst identifying and implementing innovative solutions to reduce costs, including calculating and comparing costs for required goods or services, and planning for future service developments.

HCS lead for food safety compliance and environmental health management including policy writing and training of staff to ensure patient and staff safety as well as legal compliance.

Operate retail outlets for the provision of food and refreshment for staff and the public utilising HCS facilities, generating income in line with targets. Provide catering services to external services in line with established Service Level Agreements to generate further income.

Manage all the catering assets to ensure they are fit for purpose and replaced as and when required in line with capital replacement programme. Ensure catering environments are fit for purpose and operating safely and efficiently.

Stakeholder engagement including patient, public, clinical staff, and elected Members to ensure all feedback is captured and considered for the delivery of patient centred catering services which contribute to patient care and recovery whilst not exceeding available resources.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

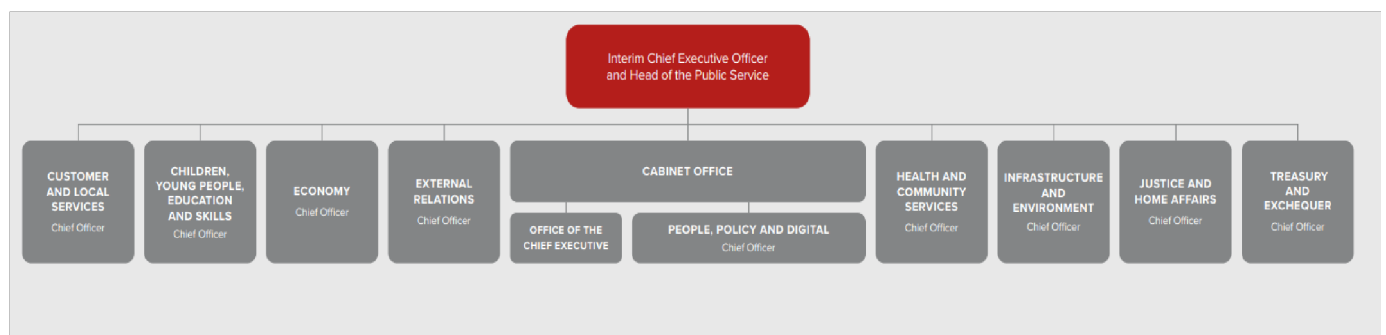
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This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

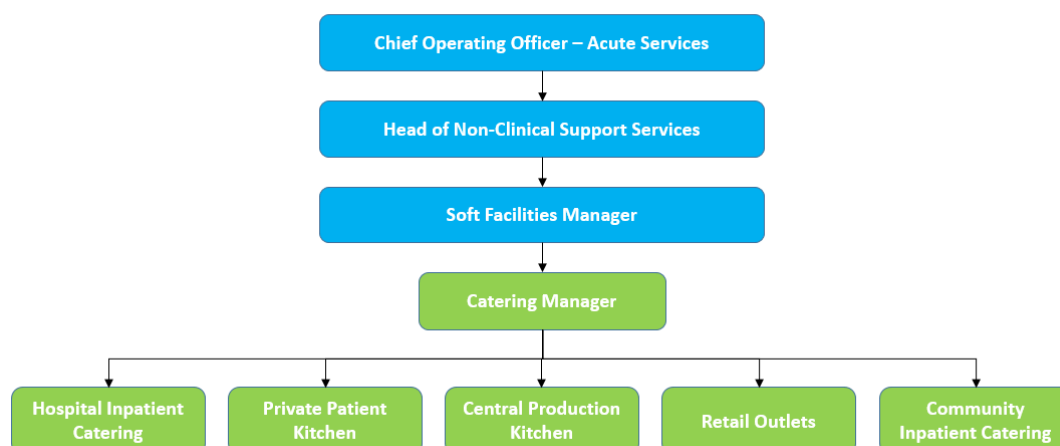
Services (TIER 1,2 and 3 jobs only-DELETE if not applicable)

- N/A

Organisational structure



Organisation chart



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i>	Educated to degree level or equivalent senior experience in a catering management role. Level 4 Food Hygiene and Safety	
Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i>	Thorough knowledge of creating and implementing HACCP requirements. Training methodologies to ensure staff are compliant in food safety and other appropriate qualifications. Understanding of all applicable laws and regulations	Experience with cook chill methodology, IPAC requirements Knowledge of the organisation and services within Health and Community Services Knowledge of GoJ HR policies and procedures
Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i>	Good understanding of a large kitchen environment with multi-site management requirement	A good working knowledge of IT systems
General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i>	Ability to manage multiple stakeholders across the organisation Ability to communicate with impact - excellent verbal and listening skills Excellent interpersonal skills - able to build relationships internally and externally	Ability and proven track record to generate revenue

	Able to demonstrate an innovative approach in providing cost effective solutions	
Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body</i>	A minimum of 5 years' senior catering management experience, preferably in a health care setting	

Personal Attributes

Delete as appropriate:

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.