

Job Description

Job Title	Catering Manager
Department	Catering
Reports to	Director of Facilities
Date	May 2012

Overall Aim of Job

To provide exceptional patient care in an environment where quality, respect, caring and compassion are at the centre of all we do.

Be responsible and accountable for the management of patient catering services at the Hospital to ensure that all tasks are performed to the highest standard.

Key Responsibilities and Deliverables

- Plan, co-ordinate and organise the flow of work in the Catering Department ensuring the delivery of an effective service by arranging weekly rosters for all wards, organising relief for kitchen staff, etc.
- Supervise assigned staff and plan/delegate their workload in accordance with the needs of the Department and their job descriptions. Carry out performance review and assess the development needs of assigned staff in accordance with the Hospital's Performance review and development system.
- Oversees the smooth running of the catering needs of the wards and main kitchen. Attend to complaints concerning food and service and take the necessary appropriate corrective action.
- Participate in the hiring and orientation of staff. Motivate and develop assigned staff and identify/action training and development needs as appropriate. Organise outside trainers to conduct training sessions, as appropriate.
- Continuously review the procedures manual to ensure policies, procedures and practices are current and in compliance with legislation.

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- Develop policies and procedures for the Catering Department.
- Liaise with Quality control and suppliers as appropriate and when required.
- Manage and organise staffing cover for annual leave, sick leave and other staff absences to ensure the delivery of an effective service at all times.
- Conduct stock calculation for the main kitchen and wards.
- Ensure that assigned staff show professional and caring liaison with patients, staff and customers and all other service users.
- Implement quality standards ensuring that a quality service is provided at all times.
- Comply with Health and Safety regulations, ensuring safe working practices and a safe working environment.
- Set up specific menus and diets for patients with the assistance of the Clinical Nutritionist.

Person Specification

Qualifications	<ul style="list-style-type: none"> • Qualification in Catering/Hotel Management. • Computer literate.
Experience	<ul style="list-style-type: none"> • A minimum of 3 years relevant experience. • Thorough knowledge of HACCP is essential.
Job Specific Competencies and Knowledge	<ul style="list-style-type: none"> • Participate in the provision of in-house training of staff, e.g. Manual handling, chemical safety, food hygiene safety, safety awareness. Ensure that all training records are up to date. • Participate in the implementation of HACCP system including the organisation of a HACCP team and the maintenance of all records relating to HACCP. • Observe all infection control policies for proper food handling, storage, hand washing, glove wearing, uniform and grooming. Work as a team player to meet goals and department demands. • Exhibit a high level of customer/patient relationship skills. • Interact with all hospital departments. • Knowledge of all standard procedures for food preparation, goods in, storage and hygiene.
Personal Competencies	<ul style="list-style-type: none"> • Ability to work well as part of a team. • Proven leadership skills. • Must be able to remain calm under pressure. • A good level of English is required. • All posts in UPMC Beacon Hospital require a high level of flexibility to ensure the delivery of an effective and efficient service. Therefore, the post holder will be required to demonstrate flexibility as and when required by their manager of hospital management.

This job description is intended to be an outline of the areas of responsibility and deliverables at the time of its writing. As the Hospital and the post holder develop, this job description may be subject to review in light of the changing needs of the Hospital.

Job Description received by employee

Signature

Date