



Job Description

Job Details	
Job Title:	Coffee Shop Manager
Business Unit:	Northumbria Healthcare Facilities Management Ltd
Department/Ward:	Catering
Location:	Trustwide
Pay Band:	Band 4
CAJE No:	NFM0067
Main Purpose of the Job	
<ul style="list-style-type: none">• The Coffee Shop Manager is responsible for the effective day to day control and direction of all Coffee Shop staff. Furthermore, they are responsible for the provision of a high quality and efficient, customer orientated catering service and compliance with the Trust Patient Confidentiality Policy.• The post holder will act as a role model to members of the Catering department, offering support and guidance to other staff within the department, following the principles of compassionate and collective leadership.• To role model compassionate and inclusive leadership in order to shape the creation of a collective leadership culture within the trust. This means demonstrating a consistent leadership style which (a) engages, enables and empowers others (b) uses coaching to promote ownership of learning and quality improvement and (c) facilitates team working and collaboration within teams / departments and across organisational boundaries,	

Dimensions

- To provide a high quality catering service for staff Trustwide.
- To maintain a high standard service and quality of food and beverages, including standards of hygiene, HACCP, COSHH and adherence to all Trust policies.
- Resolve stock issues, including stock deficiency; reconciliation of orders with deliveries; and prioritise urgent deliveries.
- Responsible for simple preparation, cooking and dispatch of all types of meals, whether fresh, frozen or chilled, and to exercise leadership within the Health & Wellbeing Centre, setting standards for Coffee Shop staff, identifying training needs and ensuring that training needs are met.
- To act as working manager assisting with all catering duties and to assist in the co-ordination of the Health & Wellbeing Centre to the Hotel Services Officer.
- Responsible for the control and issue of foodstuffs in order to apportion costs. Control waste and prevent losses, ensuring that stocks of provisions are securely held and that larders, stores, freezers, refrigerators are maintained in accordance with the Food Hygiene Regulations.
- Assist in the preparation of menus and recipes utilizing the department's computer, ensuring that general standards of nutrition are maintained in conjunction with the Dietitian and the Hotel Services Officer.
- Responsible for ensuring that provisions, and non capital equipment and materials are ordered in accordance with the Trust's procedures.
- Ensure that the Health and Safety Policy is properly maintained and applied and that safe working methods comply with the Control of Infection Policies, Food Hygiene Regulations and the provision of Health and Safety at Work Act.
- Assist in the recruitment and selection process in association with the Hotel Services Manager.
- Liaise with the Helpdesk concerning the maintenance of catering plant and equipment.
- Responsible for allocating shifts, organizing rotas and completing control sheets.
- Must have good communication skills and have an awareness of the appropriate image.
- Maintain the safety and security of the Health & Wellbeing Centre in conjunction with the hospital staff team, particularly in relation to fire and security incidents.
- To be flexible in working arrangements and undertake any other duties as may be required and be willing to undertake training and development that the Hotel Services Officer may think is appropriate to the position
- Checking and accounting for cash and vouchers, keeping of records and the continuous update of the Function Diary.
- Oversee the replenishing and maintenance of automatic vending machines. Must have a sound knowledge of stock control procedures.
- Fully effective and efficient deployment of staff
- Administration of Staff Rostering system
- Undertake "Return to Work" meetings with staff following sickness absence
- Successful and effective programme of duties associated with staff management such as administration, training and development, appraisal, counseling
- The checking and upkeep of all catering equipment and the maintenance of service/report schedules

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- To carry out on the job training to staff to ensure correct methods and working practices. To give sufficient close supervision and training to new staff until the required standard of work is achieved
- To respond to complaints in an effective and professional manner to a successful resolution.
- To ensure that appraisals and statutory and mandatory training are complete in their designated staff group.
- To regularly complete quality control sheets in accordance with quality control procedures
- To assist staff in recording incidents via the Datix system.
- This job description is not exhaustive but gives a broad indication of the main duties. It may be revised in the light of experience and changing circumstances in consultation with the post holder.

Organisation Chart

Hotel Services Officer

Catering Superintendent

Coffee Shop Manager (this post)

Coffee Shop Supervisor

Coffee Shop / Barista Assistant

1. Communications and Relationships

- Provide and receive routine information to staff, patients and visitors
- Ability to build and maintain good relationships with all members of the Catering department, other members of staff, patients, visitors and external suppliers, showing professionalism and respect at all times.
- Ability to demonstrate tact, sensitivity, compassion and persuasive skills when required
- Able to identify and overcome barriers to understanding
- Provide advice, instruction and training to groups, for example on how to use new equipment/products.
- Ability to explain technical issues such as COSHH regulations to staff
- Ability to persuade staff to co-operate with new procedures or changes
- May be required to deputise for more senior members of staff in department meetings
- Must be able to demonstrate the English language proficiency level required for this post

2. Knowledge, Skills, Training and Experience

Essential

- General Education
- NVQ Level 3 or equivalent knowledge/ experience plus knowledge acquired through training and experience to diploma equivalent level e.g. special diets, health and safety, or management
- Level 1 Food Safety Certificate or equivalent
- Basic COSHH Awareness
- Customer Service Training
- Barista / coffee shop training or experience
- Experience of working in a catering environment
- Understanding of COSHH and HACCP regulations
- A good working knowledge of Microsoft Office software packages
- A good working knowledge of IT/ Computer Systems to input and extract data
- Manual dexterity
- Ability to prioritise and organise own workload
- Ability to meet the physical demands of the post
- Observes the confidentiality of information acquired in the course of work
- Ability to prioritise and organise workload within the department.
- Ability to communicate with staff at all levels.
- Ability to work as a member of the team
- Act in a professional and courteous manner when dealing with all disciplines of staff and members of the public
- Security and confidentiality awareness
- Undertake supervisory training courses as appropriate.
- To lead, inspire and motivate others to high performance by agreeing clear goals and objectives, providing support and guidance and creating opportunities for development
- To contribute to the development of a culture of high engagement, where staff are empowered and entrusted to provide the best services and care for patients
- To promote and facilitate innovation and continuous improvement to deliver better services for service users and patients
- Accountability for the leadership of post holders staff / teams / departments

Desirable

- Level 2 Food Safety Certificate
- Supervisory Experience
- Experience in Training Staff
- Knowledge of or experience in coaching and mentoring practices and tools
- Knowledge of or experience in Quality improvement tools, techniques and methods

3. Analytical Skills <ul style="list-style-type: none"> • Ability to make judgments involving facts or situations, some requiring analysis, e.g. the skills required for the selection of staff to fill rotas, judgments on compliance with Health and Safety requirements • Ability to decide on alternative food options. • When a low level complaint is made the ability to analyse the situation and achieve a successful resolution, sharing any lessons learnt with other members of the supervisory team.
4. Planning & Organisational Skills <ul style="list-style-type: none"> • An ability to effectively organise and deploy staff according to the immediate needs of the area, staff availability and agreed catering schedules • Adjust staff rotas for planned and unplanned absences • Ability to plan workload to ensure deadlines are achieved on staff rostering system. • Ability to plan workload to ensure that staff appraisals and statutory and mandatory training are completed in the designated time frame
5. Physical Skills <ul style="list-style-type: none"> • Spreadsheet input/updating for Health & Wellbeing Centre. • Standard keyboard skills • Training staff on the use of catering equipment, and when required, use catering equipment • Skills required for the preparation of food
6. Patient/Client care <ul style="list-style-type: none"> • To act in a professional manner when dealing with all disciplines of staff, suppliers and members of the public. • To provide a high quality, safe and efficient catering service to patients, visitors and members of staff. • Represent the Health & Wellbeing Centre in day to day contact with users in a friendly and efficient manner. • To provide food information i.e. GM free foods, nut allergies.
7. Policy & Service Development <ul style="list-style-type: none"> • Implements policies within determined parameters and propose changes to working practices for own area. • Full and consistent adherence to all Trust policies in particular those pertaining to Health and Safety, lifting and handling, HACCP and patient confidentiality.
8. Financial & Physical Resources <ul style="list-style-type: none"> • Consistent demonstration of due care and regard for the fabric, property, fixtures and fittings of all Trust estate, in particular walls and wall coverings when conveying foodstuffs and goods in food, general purpose trolleys and cages from suppliers. • Responsibility for maintaining adequate stock levels within the Health & Wellbeing Centre. • Placing orders when required • Responsibility for ensuring catering equipment and supplies are correctly used by self and others

9. Human Resources <ul style="list-style-type: none"> • Will be aware of Human Resources procedures and follow these when dealing with staff • Day to day management of Coffee Shop staff • Be a source of guidance and support for these staff, always taking a professional and respectful approach to dealing with any issues • Ability to deal with low level performance and conduct concerns in the correct manner in order to resolve the issue at an early stage and avoid further escalation. • Conduct effective Return to Work conversations and documentation following sickness absence, highlighting to the Hotel Services Manager when a sickness review under the Health at Work policy may be required • Complete speciality inductions and appraisals for a designated group of staff • Train new staff on catering department procedures and the use of catering equipment. • Demonstrate own activities to new or less experienced employees/new starters.
10. Information Resources <ul style="list-style-type: none"> • Maintain accurate records appropriate to catering service. • Ensures that all staff data is accurately recorded in the right place (i.e. personnel file) • Uses the staff rostering system to record staff attendance information. • Ensures that documentation such as inspection records etc are recorded and stored in the correct place for retrieval if needed. • Uses the electronic Incident Reporting system to record any accidents or incidents, and supports other staff in using this if required. • You will be expected to have basic functional skills, including literacy, mathematics and digital skills. Digitally literacy is the ability to locate, organise, understand, evaluate and analyse information using digital sources. This is in line with 'digital readiness indicator for health and social care', which has been developed in the Building a Digital Ready Workforce programme (BDRW), between Health Education England (HEE) and NHS Digital, and is part of the Government's Digital Transformation Portfolio (DTP) (2019)
11. Research & Development <ul style="list-style-type: none"> • Assist in the completion of audits and surveys as necessary. • Trial new products and equipment as appropriate and designated by the Coffee Shop Manager, involving other staff when appropriate.
12. Freedom to Act <ul style="list-style-type: none"> • Manages own work and that of catering staff. • Reporting to and liaising with the line manager on a regular basis. • Work within clearly defined policies, guidelines and procedures, work is managed rather than supervised • Operates to health, hygiene and food preparation and service procedures.

Standards

The statements outlined below are the standards of which all employees of Northumbria Healthcare Trust are expected to comply.

Works to the standards expected in the Northumbria Healthcare NHS Foundation Trust statement of values.

Risk Management - to deliver the quality standards and targets outlined in the Trust's Risk Management Strategy and local operational policies

Infection Control:

It is your responsibility to adhere to infection control policies and guidelines in order to promote cleanliness and reduce infections. Hand hygiene must be undertaken correctly to prevent the spread of infection. Personal protective equipment must be used in accordance with Trust policy. You must contribute to the cleanliness of the work environment and keep it "clutter free" and tidy. You must also attend mandatory training and updates to ensure you receive training appropriate to your role

Health and Safety:

Managers have a duty to ensure that safe systems of work are used within their area of responsibility; to investigate accidents and incidents; to arrange for risk assessments to be conducted annually, and to ensure staff attend appropriate health and safety training.

All employees have a duty to take reasonable care for their own health and safety, and that of others who may be affected by their activities; to cooperate with the Trust by complying with all health and safety rules and safe systems of work; and to inform their line manager of any work situation, or practice which may be considered a danger to health and safety.

Patient, Carer & Public Involvement:

Managers have a duty to ensure that the principles of patient, carer and public involvement are adhered to throughout all areas of responsibility in line with Section 242 of the NHS Act 2006 (as amended by the Act 2012) which requires the duty to involve and consult users. A 'user' is defined as someone who is using services, or someone who may use them. In addition, this requires NHS organisations to involve and consult patients and the public in; The planning and provision of services and the development and consideration of proposals for changes in the way services are provided.

This ensure that patients are the focus of everything we do, we share good practice in line with Trust policies and procedures, this includes learning from complaints and concerns.

Safeguarding:

The safeguarding of all those who are vulnerable is an enormous obligation for all of us who work in the NHS and partner agencies.

Safeguarding children and adults at risk of abuse or neglect is complex, frequently under review and we must all take responsibility to ensure that it works effectively.

Safeguarding is everyone's responsibility. It remains the responsibility of every NHS organisation and each individual healthcare professional working in the NHS to ensure that the principles and duties of safeguarding adults and children are holistically, consistently and conscientiously applied with the needs of adults at risk or abuse or neglect at the heart of all that we do.

Partnership working is also key and it is vital that local practitioners continue to develop relations and work closely with colleagues across their local safeguarding system to develop ways of working that are collaborative, encourage constructive challenge and enable learning in a sustainable and joined-up way.

NHS England will continue to seek assurance that the safeguarding arrangements across the health system are effective.

Environment and Sustainability

The trust aims to be an exemplar organisation that embraces sustainability and meet its corporate responsibility. It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that

is not wasteful of environment, financial and social resources throughout their daily activities.

Appendix 1

NOTE: This appendix is not intended to form part of the 'official' Job Description, but is intended for Job Evaluation purposes only.

Effort and Environment:

Physical –

- *Stand when preparing salads, sandwiches or cleaning duties.*
- *Adding and removal of dishwashing equipment and kitchen equipment.*
- *Use of general purpose catering trolleys.*

Mental –

- *Evaluating and prioritising of own work and that of the Coffee Shop staff*
- *Work pattern unpredictable and frequent interruptions to deal with unexpected occurrences such as staff shortages*

Emotional –

- *Meeting time constraints on the service*
- *Exposure to distressing or emotional circumstances is occasional, for example when dealing with staff issues.*

Working Conditions –

- *Hot humid working environment*
- *Dealing with verbal and / or physical abuse*

Appendix 2

Grid

	DUTIES AND RISK FACTORS OF THE POST	Yes	No
1.	Exposure Prone Procedures (EPP's)*		X
2.	Manual Handling Operations	X	
3.	Dust, Dirt, Smells	X	
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)		X
5.	Patient Contact	X	
6.	Babies/Children Contact		X
7.	Food handling / Preparation	X	
8.	Driving		X
9.	Fork Lift Truck Driving		X
10.	User of Display Screen Equipment	X	
11.	Noise	X	
12.	Infestation		X
13.	Blood and Body Fluids/Waste/Samples/Foul Linen		X
14.	Excessive Cold	X	
15.	Excessive Heat	X	
16.	Inclement weather		X
17.	Radiation		X
18.	Laser Use		X
19.	Heights over 2 metres		X
20.	Confined Spaces		X
21.	Vibration i.e. Power Tools		X
22.	Using machinery with moving/exposed parts	X	
23.	Shift work	X	
24.	Use of latex products		X
25.	Physical violence / aggression		X
26.	Employment of young people	X	
27.	Any other hazards please specify	X	
28.	Other Food Waste Tray Returns		

If any hazard is identified above please give details below.

*Definition of Exposure Prone Procedures (EPP's)

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patient's open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.

Person Specification

Job Title:	Coffee Shop Manager	
Department:	Catering	
Location:	Trustwide	
Specification	Essential	Desirable
Qualifications / Professional Registration	<ul style="list-style-type: none"> General Education NVQ Level 3 or equivalent knowledge/ Experience plus knowledge acquired through training and experience to diploma equivalent level e.g. special diets, health and safety, or management Level 1 Food Safety Certificate or equivalent Basic COSHH Awareness Customer Service Training 	<ul style="list-style-type: none"> Level 2 Food Safety Certificate or equivalent
Experience and knowledge	<ul style="list-style-type: none"> Barista / coffee shop training or experience Experience of working in a catering environment Understanding of COSHH and HACCP regulations A good working knowledge of Microsoft Office software packages A good working knowledge of IT/ Computer Systems to input and extract data 	<ul style="list-style-type: none"> Supervisory Experience Experience in Training Staff
Skills and abilities	<ul style="list-style-type: none"> Manual dexterity Ability to prioritise and organise own workload Ability to meet the physical demands of the post. Must be able to demonstrate the English language proficiency level required for this post. 	
Personal attributes	<ul style="list-style-type: none"> Ability to communicate with staff at all levels. Ability to work as a member of the team Act in a professional and courteous manner when dealing with all disciplines of staff and members of the public Security and confidentiality awareness Learning agility and commitment to self-development 	
Other requirements	<ul style="list-style-type: none"> Must be willing to work flexible hours 	