

Job description for Catering Team Leader Band 3

About us – team NHFT

As a **health and wellbeing organisation** here at **team NHFT** we are dedicated to continually **innovate** and **strive to make a difference** to our community and those working for our Trust, we aim to serve the people of Northamptonshire and surrounding areas with **safe, quality care**. We deliver this from an understanding of our local healthcare needs, economy and the changing demands of our community.

Our mission, **making a difference for you, with you** was chosen by our staff and stakeholders. It means in everything we do and through every service we provide, we want to make a **positive difference in people's lives** – for **those we care for**, **those we work with** and **those who work with us**.

Everyone is part of our team.

Our core strategy is to be an **employer of choice**, **a great place to work** and be known for a **diverse and inclusive culture** whose staff feel **valued**. We provide a range of NHS services including physical, mental health and specialty services provided in hospital settings and out in the community within schools, GP clinics and patients own homes.

Here at NHFT we pride ourselves on our 54321 roadmap, pictured here which encompasses our **PRIDE values**, **leadership behaviours**, **teams**, **enablers** and **our mission** all of which are driven by **our vision of 'being a leading provider of outstanding, compassionate care'**. We are extremely proud to say this has also been recognised by the Care Quality Commission (CQC) and our CQC rating of **Outstanding for team NHFT**.



This role...

Role Purpose:

- Responsible for the service provision, cleanliness, supervision and day to day organisation of the staff, patient & visitor catering facility.
- Deputise for other departmental colleagues to maintain Hotel Service function in their absence.
- The Catering Team Leader is a 'hands on' role, and should work as part of the catering team within the integrated Hotel Services department to deliver a high quality, flexible and efficient customer focused service.
- Responsible for stock control and budgets.
- Working within current statutory legislation, NHS standards policies and procedures at all times.
- Developing service through own maintenance of knowledge and skill
- Ensure purchased readymade food and in house cooked food is cooked to specific recipes.
- To ensure compliance with all relevant statutory legislation connected with catering services.
- Responsible for the training, supervision, welfare, counselling & guidance of the catering staff in order for them to carry out their daily activities & also any training due to change and development.
- Be responsible for the induction & training of new staff.
- To complete annual appraisals for all staff and deliver the monthly team brief, communicating all Trust and department news and updates.
- Lead staff to directly ensure that food and beverage items are checked before and after service for quality, presentation, portion size and temperature on a daily basis.
- Ensure all mechanical equipment is used in a correct & safe manner. Report any defective equipment to Estates Department & Hotel Services Management and to take out of service immediately or report for repair as necessary. Ensuring labelled clearly as OUT OF ORDER.
- Ensure the cleanliness of the department at all times and that food service records are maintained related to time, temperature & waste as stated in the Food Hygiene Operational Policy Procedure, HACCP & COSHH.
- To use all chemicals and cleaning agents in a safe and economical manner and in accordance with manufacturer's instructions. To only use, or allow staff to use chemicals which are supplied by the Trust.
- Compilation of duty rotas, holiday entitlement and allocation of work within your team. Ensure that sufficient numbers of staff are on duty at any given time to maintain the service within budget and facilitate the smooth running of the department within area of responsibility. Perform return to work interviews with staff on return from sickness.
- Check completed staff timesheets and clocking in reports, and ensure accurate recording of working hours, sickness and holiday are filled out appropriately and entered correctly on to Trust data system.
- Ensure that staff adhere to the operational policy regarding the wearing of jewellery & nail varnish & always wear the uniform and protective clothing issued at all times when on duty.
- To ensure that all staff under your supervision are aware of and adhere to any Service Level Agreements which are in place and recharges are passed on appropriately.

- Liaise with Dietitian, Matron, Ward Sisters, Housekeeper's & Hotel Services Management including all departments and outside companies relating to menus, catering service and its smooth running.
- Take responsibility for the collection of money where appropriate ensuring it is placed in the safe & recorded.
- Responsible for counting and recording stocktake and presenting findings to Hotel Services Management team.
- Ensure that all staff are familiar with the Food Hygiene, Health and Safety at Work Regulations including Safe Systems of Work and COSHH regulations and carry out their duties in a safe manner and those regulations are adhered to.
- To always wear the protective clothing and uniform supplied by the Trust and to always maintain a neat and tidy appearance, ensuring high standards of food and personal hygiene.
- Work and act in line with departmental Code of Conduct standards and keep self-informed on Trust matters.
- To always demonstrate a responsive attitude and to promote a positive image of yourself and the department
- To have full regard to the security of the premises at all times and diligently follow all laid down procedures in relation to key disciplines and personal safety. Combination codes or keys must not be given to non-Trust personnel.
- Network with other team leaders; travel to other sites will be a requirement.
- Good general computer skills will be required.
- This job description is not intended to be an exhaustive list of duties and responsibilities, but indicates the key responsibilities of the post. The post holder may be required to undertake other duties as may reasonably be required, commensurate with the grade and/or hours of work, either at the original place of work or at any other of the Trust's establishments.

About you

Behaviours and Values	Knowledge and Experience
<ul style="list-style-type: none"> • Commitment to equal opportunities and anti-discriminatory practices • Commitment to learning new skills • All staff are required to respect the confidentiality of all Trust business and the business of the Trust's staff, residents, patients and the general public, which they may learn in the execution of their duties • Participate in all mandatory training relevant to the role including the Trust induction and Individual Performance and Development reviews. • Attend any training exercises, lectures or courses relevant to the post • Work for and achieve the Environmental Health Basic Food Hygiene Certificate • All staff are expected to adhere to the regulations regarding the Data Protection Act 1984 as laid down by Northamptonshire Healthcare NHS Foundation Trust • All staff are expected to comply with all relevant Trust policies, procedures and guidelines and any contravention of the Trust policies or managerial instruction may result in disciplinary action being initiated 	<ul style="list-style-type: none"> • General education including literacy and numeracy • Desirable experience in a similar role or industry • Experience of teamwork • An understanding of the importance of hygiene • An understanding of the importance of health and safety • Use, experience and knowledge of computer technologies
Skills and Abilities	
<ul style="list-style-type: none"> • Ability to organise and prioritise work effectively • Ability to work on own initiative with minimum supervision • Ability to work as an effective team member • Ability to be proactive and support change 	<ul style="list-style-type: none"> • Ability to communicate effectively with patients, staff and visitors • Ability to demonstrate a flexible approach to working practices • Ability to interpret and action written instructions • Ability to demonstrate tolerance and empathy with clients at all times



About the role – linking with our 4 Leadership Behaviours

ENGAGING PEOPLE/WORKING TOGETHER

- *Show compassion, care & kindness*
- *Invite & listen to others' views*
- *Contribute & act positively*
- *Treat others with dignity & respect*
- *Value each other's contribution & diversity*
- *Work with others to make improvements*
- *Support each other to achieve goals*
- *Communicate clearly & concisely*
- *Act to ensure everyone's opinions are heard & valued*
- *Promote team working & team development*
- *Actively recognise and promote the value and contribution of every individual*

BEING AUTHENTIC

- *Communicate openly & honestly*
- *Treat others fairly & consistently*
- *Respect confidentiality*
- *Ask for help when needed*
- *Admit if things go wrong*
- *Apologise if mistakes are made*
- *Work hard to do the best job possible*
- *Demonstrate empathy & humility*
- *Demonstrate dedication to delivery of the highest quality service*
- *Act professionally & confidently*
- *Act ethically & responsibly in all matters*
- *Lead a culture of excellence & aspiration*
- *Create a diverse & inclusive environment*











TAKING RESPONSIBILITY

- *Provide the highest standards of service to patients & customers*
- *Take personal responsibility for own work & development*
- *Recognise others' good work & say 'well done' & 'thankyou'*
- *Give & receive feedback, to help each other to improve*
- *Have the courage to acknowledge & learn from mistakes*
- *Take action when improvement is needed*
- *Have a 'Can-do' attitude*
- *Encourage others to take personal responsibility for their work*
- *Celebrate & praise others' successes & achievements*
- *Provide constructive feedback at all levels, to enable continuous learning*
- *Focus on finding solutions*
- *Demonstrate personal resilience*
- *Develop culture of recognition & success*
- *Empower & trust others to take the lead*
- *Focus on Delivering Outcomes*

EMBRACING CHANGE

- *Take a positive & open approach to change*
- *Aspire to continuously improve*
- *Take an active role in improving quality*
- *Are creative & willing to share ideas*
- *Ask questions to improve understanding*
- *Challenge positively & focus on solution*
- *Are flexible in their approach*
- *Demonstrate a willingness to develop*
- *Motivate others to embrace change*
- *Encourage ideas, debate & creativity*
- *Lead change positively*
- *Continuously seek opportunities for improvement*

Benefits

Salary 	Location of work 	Permanent/fixed term 								
Band 3 - Range £22,816 - £24,336 (pro rata) You will be paid on the 27 th of each month. If this date falls at a weekend you will be paid on the Friday before this date.	Danetre Hospital, Daventry, NN11 4DY Must be able to travel independently to other bases in the Trust across Northamptonshire.	Hotel Services Team Leader Catering Permanent following a 6 month probationary period								
Hours/pattern of work 	Annual leave and bank holiday entitlement 	Pension entitlement 								
37.5 hours per week, worked over 7 days a week including weekends and Bank Holidays if rota dictates	<table border="1"><tr><td>Length of service</td><td></td></tr><tr><td>On appointment</td><td>27 days + 8 days</td></tr><tr><td>After five years' service</td><td>29 days + 8 days</td></tr><tr><td>After ten years' service</td><td>33 days + 8 days</td></tr></table>	Length of service		On appointment	27 days + 8 days	After five years' service	29 days + 8 days	After ten years' service	33 days + 8 days	Details on the benefits of the NHS Pension Scheme can be found here: https://www.nhsbsa.nhs.uk/nhs-pensions
Length of service										
On appointment	27 days + 8 days									
After five years' service	29 days + 8 days									
After ten years' service	33 days + 8 days									
Health and Wellbeing  Because your health matters too	Learning and Development 	Equality and diversity 								
Our Occupational Health and Wellbeing team support our staff through many different channels. Whether you have a physical or emotional issue or want to take positive steps to improve your fitness, this team can help you. 	Our Learning and Development team provide effective and impactful learning solutions for our staff. Our experienced team of facilitators offer a wide range of opportunities from corporate induction, mandatory and role specific training, personal development and leadership training.	We are committed to ensuring people are treated equally and fairly whether at work, during care or out in the community. Equality, diversity and inclusion will always be a core focus and commitment for team NHFT. We have a number of staff networks to support this focus too. These networks are open to all our staff.								

Find out more about us at:

www.bit.ly/24hoursinNHFT

www.nhft.nhs.uk

Confidentiality and Data Protection

Any matters of a confidential nature, including patient and staff records, and any commercially sensitive information must, under no circumstances, be divulged or passed on to any unauthorised person or persons without a legal basis to do so. In accordance with the Data Protection Act 2018, if you are required to access personal data held in any format, you will be expected to adhere to the Trusts Information Governance Policies, copies of which are held on the staff intranet.

Any breach of confidentiality or data protection legislation will result in disciplinary action and may result in summary dismissal.

Infection Control

The prevention and control of healthcare associated infections in service users, staff and visitors is taken seriously by the Trust. All staff employed by Northamptonshire Healthcare NHS Foundation Trust are required to adhere to the Trust infection control policies and procedures.

Employees must be aware of the importance of protecting themselves, service users and visitors and of maintaining a clean safe environment. Any breach in infection control practice, which places service users, other staff or visitor at risk, may result in disciplinary action. Each staff member is responsible for ensuring they identify together with their manager, their infection control training needs in their PDP.

Health and Safety

To carry out the duties placed on employees by the Health and Safety at Work Act 1974 i.e.

- I. To take reasonable care for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
- II. To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- III. Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety or welfare in the pursuance of any relevant statutory provision.

No Smoking

In order to protect the health of employees, patients and visitors, Northamptonshire Healthcare NHS Foundation Trust operates a No Smoking Policy. Therefore smoking is prohibited in all of the Trust's buildings, grounds and all Trust-owned or leased vehicles.

Equality and Diversity

To ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work and the Trust Managing Diversity and Equal Opportunities in Employment Policy.

Risk Management

To have a commitment to identify and minimising risk, report all incidents and report to manager any risks, which need to be assessed.

Safeguarding Adults and Children

It is the duty of all staff working for the Trust;

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

Professional Registration

All qualified/ professional staff are required to adhere to the relevant Code of Practice (and other guidance issued by them). It is the responsibility of the individual concerned to keep professional registered and updated in accordance with the requirements of the relevant Code of Practice and to follow guidance issues by the professional body.

Policies and Procedures

The post holder is expected to comply with all relevant Trust policies, procedures and guidelines. Any contravention of the Trust Policies or managerial instructions may result in disciplinary action being initiated.

Review of Job Description/ Person Specification

This is not an exhaustive list of duties and responsibilities, but indicates the key responsibilities of the post. The post holder may be required to undertake other duties as may reasonably be required commensurate with the grade and / or hours of work at the postholder's initial place of work or at any other of the Trust's establishment.

NOTE: This is a description of the job as it is at present constituted. It is the practice of this Trust regularly to examine employee's job descriptions and to up-date them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed.