



Candidate information

Catering Team Lead



Job Description

Post Title: Catering Team Lead	Post Reference:	
Summary of the Role: The purpose of the job will be to provide support to the Catering Department. To effectively deploy staff and resources to ensure a high quality of service delivery. This will include ensuring hygiene standards within the catering environment are monitored and maintained. There will be a need to assist the Catering Manager in areas relevant to training and experience.		Reports to: Catering Manager Base / Location: QEQM
Key Responsibilities <ul style="list-style-type: none"> • Undertake a full and comprehensive range of catering duties in the working area. • Effective communication with all levels of staff. • To control and monitor staff performance of duties. • Manage absenteeism and arrange cover as necessary. • Maintain Hygiene and cleanliness of the restaurant and seating area. • Ensure staff are aware of roles and responsibilities. • Provide staff training. • Have knowledge of all current Hygiene and Health and Safety legislation and ensure staff are fully inducted. • Ensure compliance with operational policies on H&S, COSHH, HACCAP and other statutory legislation. • Report hazards. • Ensuring Upselling is adhered to. • Motivating team members. • Responsible for stock control checks and suitable storage of materials in line with Health and Safety and COSHH. • Ensure CQUIN is adhered to at all times. • Assist in investigations under the control of the Catering Manager. • Prepare payroll data for Catering Manager authorisation. • Conduct return to work interviews. • Deputise when Catering Manager not on site. 		Working Relationships & Contacts Internal: Working with staff from within the department as well as assisting with all other staff members. External: Liaising with visitors, patients and a number of other external clients.

<ul style="list-style-type: none"> • Carry out all Catering tasks as required. • Ensure the mystery shopper results are above 93%. • Train the trainers – Be able to train FLS in all procedures, processes and equipment. • Manage the administration of the Retail / Patient Catering. 	
Job Dimensions: Problem solving, decision making, impact, resource management including value, working environment, responsible for staff & equipment)	Performance measures and KPIs
<ul style="list-style-type: none"> • The team leader will support, monitor and supervise the operational staff on a day to day basis ensuring they have the materials and training to fully undertake their duties. • The Team Leader will undertake operational tasks where required. • They will have limited budgetary responsibility but will assist the Service Manager in achieving their finance plan. • They will allocate staff under their control and monitor performance. • The post holder will be multi skilled and able to safely use of a wide range of equipment • All tasks require some form of physical effort. All staff will be trained in the correct way of carrying out each task safely and efficiently. • The post holder will be required to be mobile for most of their daily working pattern • Good dexterity required • Some shifts will require unsocial and weekend hours • Cleaning of sanitary areas • Occasional exposure to verbal aggression, rare exposure to physical aggression. 	

Person Specification: (Please state Essential (E) or Desirable (D))		
Knowledge & Skills: Supervising other staff, monitoring work standards and team working essential. Good communication skills. Shows initiative and self-motivation. Awareness of service image. Physically fit and energetic. <ul style="list-style-type: none"> • Friendly. • Reliable. • Prepared to work unsociable hours. • Attention to detail. • Risk Assessment awareness • Flexible attitude to working times • Customer focus • Numerate/literate. 	Experience Experience preferable however no formal experience is required as all staff will undertake a range of compulsory training courses prior to and during employment to ensure maintenance of high quality standards.	Qualifications Institute of Leadership and Management, level 2 (ILM)

Job Role: Essential Health and Safety information

Does the post involve ?		Y	N
Confined Spaces?	A “confined space” means any enclosed place, such as may need to be accessed by Estates staff for maintenance such as loft spaces, plant rooms or flues.		
Driving?	This means driving a Trust Vehicle, Passenger Carrying Vehicle or transporting patients in own vehicle for work purposes. It does not include commuting or driving between places of work		
Exposure to Substances Hazardous to Health?	This is where risk assessments have identified known health hazards. For example designated latex glove user, formalin, PMMA use.		
Hand Arm Vibration Exposure?	This includes hand held tools such as drills, saws and other power equipment. This is likely to include employees working in the Plaster Room, Mortuary, Estates and Orthopaedic Surgery.		
Hand Washing?	This means washing hands 20 plus times per working day.		
Lone Working?	This means employees who work by themselves without close or direct supervision. Lone working may be found in a wide range of situations, such as home or community visits, working alone outside normal hours, working in remote or confined areas (such as plant rooms).		
Manual Handling?	This means all job roles where there are specific manual handling / patient handling requirements.		
Night working?	This means regular work at least 3 hours during the agreed ‘night period’ (usually includes 11pm to 6am).		
Noise exposure?	This is where risk assessments have identified noise levels under the Noise at Work Regulations 2005, and is likely to include areas where ear protection is needed or workers regularly have to shout to communicate due to background noise.		
Work at heights?	A place is ‘at height’ if a person could be injured falling from it. This includes working on ladders, up scaffold or any other apparatus. It may also apply to staff who regularly have to stand on kick-stools or steps for significant periods of time to retrieve items/ notes from high shelving.		