



## THE ROYAL BRITISH LEGION

### JOB DESCRIPTION

|                         |  |
|-------------------------|--|
| <b>Job Title:</b>       | Head of Catering   |
| <b>Reporting To:</b>    | Home Manager   |
| <b>Roles Reporting:</b> | Catering Assistant and Chef  |
| <b>Role Purpose:</b>    | To manage the catering services within the Home, maintaining a high standard of food provision and service to the residents, staff and visitors. |

### KEY RESPONSIBILITIES

- To ensure that methods of preparation and presentation comply with current recognised catering standards.
- To ensure all catering staff are aware of any special dietary needs of residents using the MUST Assessment Tool.
- To plan and review the menus according to the needs of the resident client group and where appropriate in conjunction with the relevant staff members.
- To undertake monthly/weekly reports on the IT based Financial Control System (Proactis).
- Report on a weekly/monthly basis as agreed, the financial performance of the catering services in terms of actual performance compared to budget.
- To assist in the preparation of the annual budget for the Catering Department.
- To assist in the organisation and catering provisions for fundraising and social events.
- To ensure that all staff and visitors adhere to the statutory regulations and RBL policies pertaining to the safety and hygiene operations of the Kitchen and dining room areas.
- Develop and maintain an agreed training plan for catering staff, and undertake training as appropriate.
- To supervise and manage the inductions and appraisals of new staff.
- Involvement in disciplinary procedures with the Matron/Manager as and when necessary
- To attend and contribute to Heads of Department meetings or any other team meetings as required by the Matron/Manager. In addition, to have regular departmental meetings with catering staff.
- To liaise with the Royal British Legion's appointed Catering and Support Service Management Company as required.
- To attend, or send a representative to Residents Committee Meetings as required.
- To participate in the RBL Quality Audit Programme this includes conducting audits.
- Any other duties as are within the scope, spirit and purpose of the job, the title of the post and its grading as requested by the line manager or Head of Department/Division.

## GENERAL

- To implement the Equal Opportunities Policy into your daily activities.
- To participate in the Home's quality assurance activities
- To be familiar with the homes Fire Policy and Evacuation procedures
- To report to the appropriate person any accidents or illness of an infectious nature incurred by a resident, colleague self or other persons that could have an impact within the home
- To report to the appropriate person any significant incidents and faulty appliances, damaged furniture or equipment or any potential hazard including spillages.
- To ensure the security of the home is maintained at all times, including the identification of any visitors and ensuring they sign in and out of the home
- To be responsible for your own health and safety and that of your colleagues, in accordance with the Health & Safety at Work Act (1974) and relevant EC Directives, including reporting any health and safety hazard immediately you become aware of it.
- To respect client confidentiality, recognising when information of a sensitive nature needs to be shared in an appropriate manner, and work in accordance with the Data Protection Act (1998) and to ensure all new systems are reported to the Data Protection Officer.
- To be familiar and adhere to all TRBL policies and procedures
- To promote and ensure the good reputation of the home and organisation at all times
- Undertake continuous personal development and training according to the needs of the Home.

This job description reflects the current requirements of the role. As duties and responsibilities change and develop, this will be reviewed and will be subject to amendment in consultation with the post-holder.

Please sign, print your name and date below to indicate your acceptance of this Job description.

Signature: .....

Name: .....

Date: .....

Jan 2011

## PERSON SPECIFICATION

| CRITERIA  | ESSENTIAL /<br>DESIRABLE | HOW TO BE<br>MEASURED                 |
|---|--------------------------|---------------------------------------|
| <b>QUALIFICATIONS</b>   |                          |                                       |
| NVQ2 Cooking/Basic Food Preparation or equivalent   | E                        | Application/Certificate               |
| NVQ3 Professional Cookery or equivalent   | E                        | Application/Certificate               |
| Intermediate or Advanced food hygiene certificate   | E                        | Application/Certificate               |
| Dementia Awareness or a willingness to undertake  | E                        | Application/Certificate/<br>Interview |
| <b>KNOWLEDGE &amp; EXPERIENCE</b>   |                          |                                       |
| Experience of catering management in a care home or similar environment                           | E                        | Application/Interview                 |
| Experience of catering for a minimum of 50 people   | E                        | Application/Interview                 |
| Maintaining standards within Catering Department according to Health & Safety and Food Safety Act | E                        | Application/Interview                 |
| Experience of managing a budget   | E                        | Application/Interview                 |
| Awareness and understanding of special dietary requirements                                       | E                        | Application/Interview                 |
| An awareness of CQC Regulations   | D                        | Interview                             |
| A knowledge of the Homes commitment to Quality Assurance Programme                                | D                        | Interview                             |
| Experience within a customer services environment   | D                        | Interview                             |
| Understanding of Person Centred Care  | D                        | Interview                             |
| <b>SKILLS &amp; ATTRIBUTES</b>  |                          |                                       |
| Good IT Skills including Microsoft Office Packages  | E                        | Application/Interview/<br>Test        |
| Awareness of Health & Safety regulations  | E                        | Application/Interview                 |
| Awareness of COSHH regulations  | E                        | Application/Interview                 |
| Awareness of HACAP regulations  | E                        | Application/Interview                 |
| Strong team player with ability to work effectively with diverse groups                           | E                        | Interview                             |
| Strong leadership skills  | E                        | Interview                             |
| Effective communication skills, written and verbal  | E                        | Application/Interview                 |
| Effective interpersonal skills – able to engage effectively with a range of audiences             | E                        | Interview                             |
| Ability to maintain confidentiality   | E                        | Interview                             |

|   |   |                       |
|---|---|-----------------------|
| Empathy with mission, objectives and values of TRBL | E | Interview             |
| Experience of working within Charitable Sector      | D | Application/Interview |