



**Bicton Heath, Shrewsbury, SY3 8HS**

**Re : Hospitality and Catering Manager**

This application pack contains the following information regarding the above mentioned post:

- 1. Job Description and Person Specification**
- 2. Information to Candidates**
- 3. Equal Opportunities Monitoring Form**

Having read the enclosed information, your completed application form should be returned to me at the address above, to arrive no later than **1<sup>st</sup> April**. Interviews to take place on 6<sup>th</sup> April.

We will respond to all unsuccessful applications within 4 weeks of the closing date via email (if you have provided an e-mail address on your application form).

Thank you for the interest you have shown in this post.

Yours sincerely

**Gaynor Taylor**  
**HR Advisor**

## **INFORMATION TO CANDIDATES - SUMMARY OF MAIN TERMS AND CONDITIONS OF EMPLOYMENT**

The following information is intended as a useful guide to applicants considering joining the Hospice. Full details are supplied with an offer of appointment.

### **1. MEDICAL**

As part of the Hospice's selection procedure for employment, we ask all prospective employees to complete a pre-employment medical questionnaire. The purpose is to fulfil our responsibilities under the Health and Safety at Work Act 1974 and to ensure that the proposed employment does not present any particular risks from a medical point of view.

No formal offer of appointment will be made until the Hospice, through its Occupational Health Service Provider, is satisfied about your medical fitness to undertake the job. Further details about this will be sent to any prospective employee following interview.

### **2. REFERENCES**

No formal offer of employment will be made until we have received satisfactory references.

### **3. DISCLOSURE**

Please note that you are required to disclose details of any criminal record, and any offer of employment will be subject to an Enhanced Disclosure provided by the Disclosure Barring Service

### **4. PROBATIONARY PERIOD**

Your appointment will initially be for a probationary period of up to 6 months during which time your progress will be regularly assessed. Your line manager will work closely with you in order to help and support you as necessary throughout your probationary period. The Hospice reserves the right to extend the probationary period for any reason should this be deemed necessary eg. to provide additional training.

Your appointment will be confirmed in writing following the satisfactory completion of your probationary period. Your employment may be terminated at any time during the probationary period with appropriate notice. However, prior to this decision being made, every effort will be made to ensure that you reach the required standards.

### **5. SALARY**

The salary for this post is £22,758 - £29,395 per annum. Salaries are paid monthly by credit transfer to a bank or building society account.

### **6. HOURS OF WORK**

You will work 5 days per week (37 ½ hours) to include weekend working as required.

### **7. HOLIDAY**

You will be entitled to 26 ½ hours holiday per year (including public holidays).

### **8. NOTICE**

During your probationary service the period of notice to terminate your employment is one week by either party.

## **Severn Hospice Equality and Diversity Statement**

**Severn Hospice (the Hospice) is committed to the equal treatment of all employees and job applicants and requires all staff, whatever their grade or authority, to abide by this general principle. The Hospice is committed to all employees being able to achieve their full potential in an environment characterised by dignity and mutual respect.**

No individual shall be treated less favourably than another on grounds of gender, age, religion or belief, marital status, race, nationality, ethnic or national origin, sexual orientation, disability, social background, trade union membership, criminal record, carer responsibilities or employment status. The policy of equality of opportunity extends to all services we provide.

Severn Hospice aims to promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a diverse range of candidates including those with criminal records. We comply fully with the DBS Code of Practice and undertake to treat all applicants fairly. We undertake not to discriminate unfairly against any subject of a DBS Check on the basis of a conviction or other information revealed. Candidates are selected for interview based on their skills, qualifications and experience.

A DBS Check is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a DBS Check is required, all application packs will contain a statement that a Check will be requested in the event of the individual being offered the post.

Details of criminal records must be sent under separate, confidential cover with your application form. We guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

All those involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. At interview, an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position.

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an "unspent" conviction will not necessarily bar you from employment. This will depend on the nature of the position and the circumstances and background of your offences. However, any "unspent" convictions, which are not declared and subsequently revealed, may result in dismissal.

Under the Rehabilitation of Offenders Act 1974, a conviction will become "spent" (i.e. treated as if it had not occurred) where the individual has not, after a specified period of time, committed another serious offence.

Rehabilitation periods vary depending on the type and length of conviction originally incurred.

Severn Hospice has a legal obligation to protect vulnerable client groups from people who have committed serious offences, and as such meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment in a post that falls into this category will be subject to a Disclosure Barring Service Check, before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions, including "spent" convictions and where the post is subject to an Enhanced Check, other relevant non-conviction information, such as police enquiries and pending prosecutions will be included.

Severn Hospice is committed to compliance with the Disclosure Barring Service's Code of Practice for Registered Persons and other recipients of DBS information.

*A copy of the Hospice's Equality and Diversity Policy is available upon request.*

Severn Hospice

**EQUAL OPPORTUNITIES APPLICANT MONITORING FORM**

To help us ensure the effectiveness of our Equality and Diversity Policy **please complete this form, seal it in a separate envelope, and return it with your application form.** This will ensure that the appointing officer responsible for shortlisting or interviewing does not see the monitoring form before an appointment is made.

Post applied for .....

Full name of applicant .....

Date of birth ..... (age ..... )

• **Gender**

- Do not wish to disclose
- Male                       Female                       Transgender

• **Sexual Orientation**

- Do not wish to disclose
- Heterosexual / Straight                       Bisexual                       Gay / Lesbian
- Any other sexual orientation – please specify .....

• **Religion or Belief**

- Do not wish to disclose
- Baha'i                       Buddhist                       Christian                       Hindu                       Jain                       Jewish
- Muslim                       None                       Pagan                       Sikh                       Zoroastrian
- Any other religion or belief – please specify .....

• **Ethnic Group**

- Do not wish to disclose

**White**

- English, Welsh, Scottish, Northern Irish, British                       Irish                       Gypsy or Irish traveller
- Any other White background – please specify .....

**Mixed / multiple ethnic group**

- White & Black Caribbean                       White & Black African                       White & Asian
- Any other mixed background – please specify.....

**Asian / Asian British**

- Indian                       Pakistani                       Bangladeshi                       Chinese
- Any other Asian background – please specify .....

**Black / African / Caribbean / Black British**

- Caribbean                       African
- Any other Black, Caribbean, African background – please specify.....

**Other ethnic group**

- Arab
- Any other ethnic group – please specify.....

• **Disability**

- Do you have a physical impairment?                       Yes                       No
- Do you have a mental impairment?                       Yes                       No

**Data Protection Act**

I agree that the information given on this form may be processed by the Hospice in accordance with the Data Protection Act, in particular, for the purposes of the equal opportunities monitoring. I agree to the storage of this information on manual and computerised files.

Signature ..... Date .....

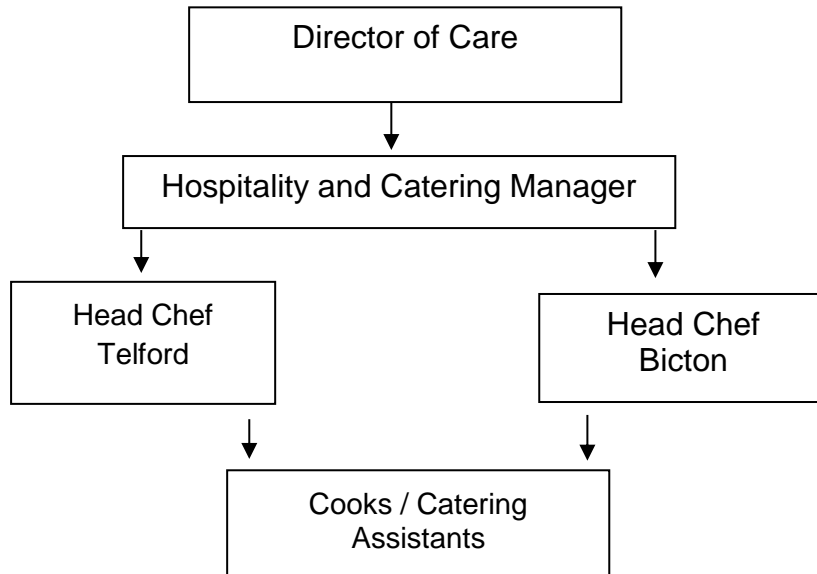
(please tick appropriate box)

Thank you for completing this form

## Hospitality and Catering Manager Job Description

<b>Post Title:</b>	Hospitality and Catering Manager
<b>Band :</b>	5
<b>Reports to</b>	Director of Care
<b>Purpose of the post:</b>	<p>To be a Hospice Ambassador and represent the service to targeted customers / colleagues in order to create a specific image, generate usage and build customer preference.</p> <p>Promote a 'can do' attitude and determination to develop and sustain a dynamic and responsive service which delivers best practice.</p> <p>To provide dynamic leadership and management to ensure the delivery of a high quality, responsive, efficient and effective service. This includes the management of all personnel and utilisation of robust capacity planning and target setting methodologies within the team.</p> <p>Creative and innovative methods of utilising resources most effectively to meet service need will be encouraged.</p> <p>Responsible for the efficiency, safety and hygiene standards within each Catering Department to ensure that the Hospice is compliant with Environmental Health and all steps are taken to ensure that the highest level of Food hygiene rating is maintained.</p> <p>Has a commercial understanding so subsequently plays a key part in developing areas of income generation through identified catering opportunities.</p> <p>To work within the policy framework/s of the hospice both locally and nationally</p> <p>To attend Clinical Governance Committee as Nutritional lead for the hospice.</p> <p>Foster good working relationships with our local community, colleagues, and service users to ensure standards remain consistently high.</p> <p>To work flexibly to meet the needs of the service.</p>

## Organisation Position



## Key Responsibilities

1. To be accountable for the day to day management of the team, including the line management of staff and resources, training and development, personal development reviews, management of sickness absences, grievances and disciplinary cases, and service complaints.
2. To oversee all aspects of the catering service, ensuring the highest quality of service and food production whilst fully complying with all health and safety, hygiene and Severn Hospice risk management requirement.
3. To regularly test the food supplies chain for quality of alternative products and cost-effective providers.
4. To have a full understanding of dietary needs and allergen information in support of the legal implications of managing a catering service
5. To ensure all records and audits are undertaken to guarantee compliance with all appropriate statutory regulations and inspecting authorities.
6. To ensure the highest standards of cleanliness both within the kitchen and associated areas are maintained by all staff to comply with the food and safety acts and Environment Health requirements.
7. To offer innovative leadership and management solutions to enable most effective use of resources for the benefit of patients and visitors.
8. To manage, monitor and check the Catering Budget so as to ensure limitations are complied with, in regular liaison with Director of Care and Head Chefs.

9. Actively engages with, listens to and seeks views of team members, patients/ carers and key stakeholders to influence, enhance and improve accessibility and inclusiveness of future service development.
10. To be an authorised signatory for stock orders, staff time sheets and expenses.
11. To work alongside the fundraising team to support events and manage the catering at such events when required.
12. To develop the public café initiative
13. To identify and help develop other areas of potential income generation for the hospice maximising opportunities to raise funds for the Charity.
14. To report any customer compliments or complaints to the Director of Care for onward investigation / discussion.
15. To immediately investigate any reports or incidents of unfit foodstuffs, pest infestation (suspected or otherwise), accident, equipment or facility failure or damage, security incident etc
16. Any other duties which are commensurate with the post.

### **Education, Professional Development and Training**

1. To take every reasonable opportunity for maintaining, developing and acquiring competencies and skills for self-development.
2. To support the implementation of an effective appraisal system, ensuring that all staff have set objectives that identify and support individual development and training needs.
3. In conjunction with the Head Chefs identify the training needs for all staff, contributing to the development and provision of the yearly training plan and educational training programmes and opportunities.
4. To participate in informal and formal training sessions for their staff, delivering orientation programmes for new staff and provide relevant feedback to all members of the team.
5. Ensuring that all team members attend Mandatory training sessions.

### **Human Resources**

1. To ensure that all HR policies, procedures and guidelines are adhered to and report any failure to do so appropriately to Director of Care.
2. To lead in the recruitment process
3. Ensure the effective management of staff within their department, including specific induction, recruitment and selection, deployment, training, performance management, sickness/ absence and appraisals. Undertake disciplinary and grievance investigations as requested, presenting to more senior management as necessary

## **Decisions. Judgement and freedom to act**

1. To work with the whole catering team in ensuring that a high standard of service is delivered.
2. To work independently to ensure delivery of quality services within area of responsibility. Works within policies, protocols and professional standards. Seeks further advice and support from the Director of Care for actions that effect areas outside their area of responsibility.
3. To be accountable for decisions affecting their sphere of responsibility. Liaises with Director of Care on issues that have wider service implications across the organisation

## **Professional Conduct**

1. To adhere at all times to uniform / appearance policy.
2. To conduct oneself in a manner perceived by others as constructive. Ensure that any issues with other staff members are addressed at an appropriate level.

The above job description is a summary of the main responsibilities of the postholder, and not an exhaustive list of duties to be undertaken. The duties may be redefined in accordance with the demands of the service. Any redefinition will be subject to discussion between yourself and your manager and be within your level of competence.

## **Supplementary Information and Requirements**

All new Hospice employees are on a three months probationary period.

## ***Health and Safety***

In accordance with the Hospice's Health & Safety Policy all employed persons while at work are required by Section 7 of the Health & Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

## ***Appraisal***

All employees are required to participate in the Hospice's appraisal process (permanent contracts only).

*Last updated: Feb 2020*



## Person Specification

Qualifications / Training	Essential	Desirable
<p><b>Level of education necessary</b></p> <p><b>Professional and post basic qualifications</b></p> <p><b>Specialised training required for post</b></p>	<p>NVQ 3 or above            Formal chef qualification            Diploma in catering management or equivalent</p>	
<p><b>Experience</b></p> <p><b>Length, type and level of post related work experience required (additional or alternative to qualifications above)</b></p>	<p>Substantial catering experience            Previous experience of managing a catering team</p>	<p>Experience of working in a healthcare environment</p>
<p><b>Skills &amp; Knowledge</b></p> <p><b>Range and level of skills</b></p> <p><b>Depth and extent of knowledge required</b></p>	<p>An understanding of team effectiveness</p> <p>Ability to communicate clearly, succinctly, sensitively, and appropriately using variable styles, incorporating appropriate strategies dependant upon audience.</p> <p>Excellent interpersonal and communication skills            Good listening skills            Good counselling skills            Excellent time management.            Budget management skills            Stock control            Planning, presentation, imagination</p> <p>Ability to prioritise tasks according to changing needs and service capacity.</p> <p>Ability to delegate tasks appropriately</p>	
<p><b>Aptitudes &amp; Attributes Required</b></p>	<p>Calm and reassuring            Sensitive            Emotionally strong            Team player            Able to solve problems            Enthusiastic to develop staff/team            Good sense of humour</p> <p>To be positive and enthusiastic</p> <p>To be self aware and intuitive with others.</p> <p>The ability to be able to both receive and give constructive criticism/feedback</p> <p>Ability to embrace change and support colleagues through the process</p>	
<p><b>Other Requirements</b></p>	<p>Enhanced DBS disclosure            Prepared to work flexibly across our two main sites            Willingness to undergo further training as required</p>	