

JOB DESCRIPTION

Job Title	Catering Supervisor
Reports to	Hospice Services Manager
Salary	£31,200 (£15 per hour for a 40-hour week)

Job Summary

This is not a traditional catering position.

As Catering Supervisor, you will play a vital role in creating comfort, dignity and moments of normality for people receiving specialist palliative and end of life care. Food is often much more than nutrition within a hospice setting; it can provide reassurance, connection, choice and enjoyment at an important time in a person's life.

You will lead the day-to-day delivery of our catering service, ensuring patients, families, visitors, volunteers and colleagues receive high-quality, nutritious and appetising meals in a welcoming environment. Alongside your operational responsibilities, you will provide leadership to the catering team, maintaining the highest standards of food safety, infection prevention, quality and customer care.

This role requires a unique blend of culinary expertise, compassion, adaptability and leadership. You will work closely with clinical and non-clinical colleagues to ensure the catering service reflects Cornwall Hospice's values and commitment to delivering outstanding care and support.

Organisational responsibilities

Values: Our values underpin our purpose, and all employees are expected to ensure their behaviour and conduct is, always, in accordance with the values. Working together with a common goal and objective ensures we can continue to deliver the high-quality care our patients and their families have come to expect of us.

Policies and procedures: It is the responsibility of employees to ensure they are aware of and comply with the policies and procedures relevant to their job and employment. All employees must be familiar with and operate in accordance with confidentiality and safeguarding policies, at all times during their employment.

Health, Safety and Wellbeing: All employees are expected to conduct their work in a safe manner and with consideration to how others may be affected by their work activities. All activities must be in accordance with the Health & Safety Policy and guidelines.

Ambassador: We are all ambassadors for Cornwall Hospice and must ensure that whenever possible, we positively promote our purpose and values to the wider public.

Key Responsibilities

Leadership and Service Management

- Lead the daily operation of catering services at St Julia's Hospice, ensuring a safe, efficient and high-quality service.
- Create and manage staff rotas, ensuring appropriate staffing levels are maintained, and service continuity is achieved.
- Provide day-to-day leadership, supervision and support to catering team members.
- Contribute to recruitment, induction, training, appraisal and ongoing development of catering staff.
- Identify training and development needs, supporting colleagues to achieve high standards of performance.
- Foster a positive, inclusive and collaborative team culture.
- Communicate effectively with colleagues across all shifts and facilitate regular team meetings.
- Work collaboratively with the Catering Supervisor at Mount Edgcumbe Hospice where required.

Patient, Family and Customer Experience

- Ensure patients, families, visitors, volunteers and staff receive a welcoming and responsive catering service.
- Prepare and cook nutritious, appealing meals that meet the diverse needs and preferences of hospice patients.
- Recognise the significant contribution food can make to a patient's comfort, wellbeing and quality of life.
- Support the provision of catering for hospice events, meetings, training sessions and functions.

Quality, Safety and Compliance

- Ensure all catering areas are maintained to the highest standards of cleanliness, hygiene and infection prevention.
- Maintain compliance with food safety legislation and hospice policies.
- Ensure compliance with Health & Safety requirements, Care Quality Commission standards, Environmental Health requirements and Trading Standards regulations.
- Work with colleagues to support audits, inspections and continuous improvement activity.
- Keep up to date with relevant legislation, guidance and best practice relating to catering services.

Financial and Resource Management

- Order food and catering supplies that provide value for money while maintaining quality standards.
- Monitor stock levels and ensure effective stock rotation to minimise waste.
- Maintain accurate stock control records.
- Monitor catering expenditure and contribute to budget management.
- Maintain the catering cost tracker and other service records.
- Check and process invoices accurately and ensure required documentation is submitted promptly.
- Verify catering team timesheets before submission to Finance.

Hands-on Catering Delivery

- Work within the rota as an active member of the catering team.
- Prepare, cook and serve meals in line with agreed standards and menus.
- Participate in kitchen cleaning and housekeeping duties throughout and at the end of each shift.
- Ensure catering equipment is used safely and maintained appropriately.

General

This job description is intended to provide an outline of the duties and responsibilities of the post and is not exhaustive. The role may evolve over time in line with organisational needs. The post holder may be required to undertake other duties appropriate to the level and scope of the role and to work from any Cornwall Hospice location as required.

Person Specification

Qualifications & Training

Essential

- Level 2 Food Hygiene Certificate
- Understanding of Health and Safety requirements within a catering environment.
- Commitment to ongoing personal and professional development.

Desirable:

- Professional Cookery Qualification
- Training in infection prevention and control.

Experience

Essential

- Experience of preparing and cooking fresh, nutritious meals in a professional catering environment.
- Experience of supervising or supporting a team.
- Experience of maintaining food safety, hygiene and quality standards.
- Experience of rota planning and service organisation.

Desirable

- Experience of managing budgets and catering costs.
- Experience of stock management and procurement.

Knowledge

Essential

- Good understanding of food safety legislation and hygiene standards.
- Understanding of infection prevention and control principles.
- Knowledge of Health and Safety requirements in a catering environment.

Desirable

- Knowledge of nutritional requirements for individuals with changing health needs.
- Knowledge of sustainability and waste reduction within catering services.

Skills and Abilities

Essential

- Ability to prepare high-quality meals to a consistently high standard.
- Strong organisational and planning skills.
- Ability to lead, motivate and support others.
- Effective communication and interpersonal skills.

Desirable

- Ability to develop menus that respond to individual preferences and dietary requirements.

Personal Attributes

Essential

- Demonstrates compassion, empathy and sensitivity
- Takes pride in delivering excellent service and attention to detail.
- Positive, professional and approachable in manner.
- Works collaboratively and builds positive relationships with colleagues, volunteers, patients and families.