

# Catering Manager

Job description and  
person specification

**Job title:** Catering Manager

**Reports to:** Home Manager

# Catering Manager

## Your role: making every day better for adults living with complex needs

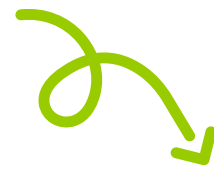
As a Catering Manager with Exemplar Health Care, you'll use your creative cooking skills to help us achieve our mission of making every day better for adults living with complex needs.

This is an extremely rewarding role in which you'll provide delicious, healthy and nutritious meals for our service users.

### Creating a positive dining experience

For many of us, meal times are an important part of our daily routine. As well as satisfying our appetites, it provides a time to sit down with loved ones and catch up on the day's events.

For people who live in care homes, mealtimes can be even more important. In this role, you'll ensure that everyone has a positive dining experience, to increase nutritional intake, promote social interaction and build a sense of community.



### Making a difference every day

Life with Exemplar Health Care is all about choice. We put our service users at the heart of everything we do.

In this role, you'll empower people to have a say in what they eat and when they eat. You'll chat to them about their favourite foods and dietary requirements, and incorporate them into your cooking.



I made the move from the hospitality sector to the care sector because I wanted to make a difference in people's lives with my cooking. When my Mum lived in a care home, I saw the impact that food had on her health and wellbeing. I've always wanted to do something meaningful with my skills – which I'm able to do in my role with Exemplar Health Care.

Ross – Tyne Grange

# About Exemplar Health Care

**Exemplar Health Care is a leading provider of specialist nursing care for adults living with a range of complex needs.**

Our homes tend to specialise in supporting people with specific conditions and disabilities such as Huntington's disease, brain injuries, spinal injuries, mental health needs, learning disabilities or dementia.

Across all of our homes, one thing remains the same - our Catering Managers play a vital role in supporting people to stay healthy.

## Exemplar Health Care's mission

Our mission is to make *every day better* for the people we support and our colleagues.

## Exemplar Health Care's vision

Our vision is that adults living with complex needs can access outstanding specialist care and support, in a community-based home that's close to their family and friends, and that's focused on their personal goals and outcomes.

## Exemplar Health Care's values

Our values express what it's like to work at Exemplar Health Care and our colleagues should make them a part of everything that they do. We're looking for people whose personal values match our values of:

- fun
- integrity
- responsive
- success
- teamwork.

[Read more about our values here.](#)



# The key responsibilities of a Catering Manager

**As a Catering Manager with Exemplar Health Care, you'll lead the Catering Team in providing delicious, healthy and nutritious meals for our service users.**

This is an exciting opportunity to use your cooking skills to make a real difference!

One of our values is fun, and we expect our Catering Managers to get involved in all aspects of care home life. There'll be lots of opportunities to use your creative flair to make tasty treats for activities, events and parties in the home.

The role is varied, but as a general guide your responsibilities will involve the following.



**Preparing and cooking nutritious meals and snacks**



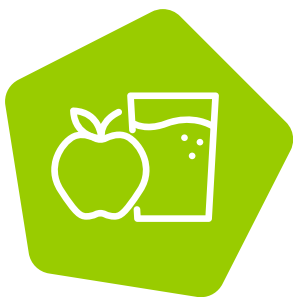
**Promoting choice and independence through meal times**



**Managing the day-to-day running of the kitchen**



**Inspiring and leading the Catering Team**



**Preparing and cooking nutritious meals and snacks** – good nutrition is an important part of staying fit and healthy, especially for those living in care homes.

Our Catering Managers take a hands-on approach to preparing, cooking and serving food throughout the day.

You'll create a positive dining experience in your home to promote good nutrition. You'll support our 'protected meal times' policy.

You'll develop balanced and healthy menus that are based on the likes and tastes of our service users, changing them every four weeks to provide variety.



**Promoting choice and independence through meal times** – life with Exemplar Health Care is all about choice.

The people who live in our care homes may have complex dietary requirements due to their medical conditions.

Our Catering Managers take the time to understand people's likes, needs and choices, and develop suitable menus. This may involve preparing food for people who are vegan or vegetarian, who follow religious guidelines, or who require a soft food diet due to dysphagia.

You'll meet with new service users when they move into the home to identify their food preferences. And you'll take part in regular feedback meetings to ensure that the menu reflects people's choices and preferences.

You'll update dietary forms and keep records, as required. You'll respond to all compliments, comments and complaints accordingly, and use them to improve the meal time experience for our service users.



**Managing the day-to-day running of the kitchen** – our Catering Managers are at the forefront of excellent food provision in our care homes.

You'll complete the relevant checks and records, including temperature checks and hazard analyses, and act upon any findings. You'll monitor all equipment and report any defects, damage, thefts, breakages or hazards that have the potential to cause harm.

You'll also control all stock and purchases, working within an allocated budget.

To do this role, you need to be clued up on the relevant legislation and regulations around safety in kitchens. This includes policies set by Exemplar Health Care, requirements set by the Environmental Health Officer from your local authority, the relevant key lines of enquiry set by the Care Quality Commission (CQC) and laws around the Control of Substances Hazardous to Health (COSHH).



**Inspiring and leading the Catering Team** – you know what they say, team work makes the dream work!

Our Catering Managers have line management responsibility for the Catering Team in the home.

You'll ensure that your team is adequately inducted, trained and supported in their role. And you'll implement a cleaning rota for your team, which includes daily, weekly and monthly jobs.

This job description may be subject to review. You may be required to undertake other appropriate duties as reasonably required.

# What we look for in our Catering Managers

## Our values

First and foremost, our Catering Managers live and breathe our values of fun, integrity, responsive, success and teamwork.

Our first value is fun, and no matter what role you're in, we expect you to make life fun for our service users and colleagues. Check out our [Facebook page](#) for all of the fun activities that we get up to!

You can read more about our values and what they mean on our website:

[www.exemplarhc.com/careers/our-values](http://www.exemplarhc.com/careers/our-values).

If your values match ours, then we're off to a great start.



## About you

Here are some of the characteristics that we look for in our Catering Managers.

As a Catering Manager you'll:

- be **creative** in developing menus and preparing food
- be **enthusiastic** about cooking delicious and nutritious food for people with varied dietary requirements
- understand what **person-centred care** means and how to treat people with compassion, dignity and respect
- show a commitment to **caring for others** and ensuring that our care is the best it can be
- be an excellent **team player**, able to support and motivate your team
- be able to **communicate** with a range of people, including those who use communication aids
- have excellent **written communication skills** and feel confident filling in care plans and other important documents
- follow **policies, processes and regulations** relevant to your role (training will be provided)
- understand what '**safeguarding**' is and your role in supporting people to keep safe.

Working in a care home can sometimes be a challenging environment, so the ability to **think on your feet** and **be flexible** is also important in this role.

# Qualifications and training

**We'd like our Catering Managers to have a Level 3 Food Hygiene qualification, or be working towards it.**

As this is a management position, we'd expect candidates to have previous experience in a similar position and environment, ideally leading a Catering or Kitchen Team.

When you start, you'll do a four day welcome induction which covers mandatory and statutory training including safeguarding, person-centred care and infection prevention and control.

After that, you'll do a role specific induction in your home.

Throughout your employment, you'll have regular supervisions and Performance Development Reviews (PDRs) with your Manager. During your PDR, you'll review your progress, celebrate your achievements, address any issues and identify your career aspirations.

There are lots of opportunities to continue your learning and progress in your career if you wish.

For example, our eLearning platform hosts a number of specialist training modules, including about specific conditions such as dementia, diabetes, dysphagia and learning disabilities.

## **We ask that you:**

- attend and complete your induction
- attend all planned training that Exemplar Health Care offers, including eLearning and face-to-face training
- continue to learn on-the-job, especially during your first few months with us
- attend your supervisions and Performance Development Reviews (PDRs) when invited by your Manager
- show a commitment to learning and keeping your skills and knowledge up-to-date.



# Person specification – Catering Manager

Qualifications	Essential	Desirable	How assessed
Commitment to learning	Y		Certificates, interview
Food hygiene qualification	Y		Certificates
Good general education		Y	Certificates
NVQ or equivalent at levels 1, 2 and 3		Y	Certificates
Food safety level 3		Y	Certificates
Hazard Analysis and Critical Control Point Training		Y	Certificates
First aid in the workplace		Y	Certificates
Personal qualities and behaviours	Essential	Desirable	How assessed
Demonstrates the Exemplar Health Care values	Y		Application, interview
Flexible	Y		Application, interview
Motivated with a can-do attitude	Y		Application, interview
Approachable	Y		Application, interview
Your skills	Essential	Desirable	How assessed
Interpersonal skills	Y		Application, interview
Verbal and written communication skills	Y		Application, interview
Creative thinking	Y		Application, interview
Great team player	Y		Application, interview
Adaptable to change	Y		Application, interview
Excellent observational skills	Y		Application, interview
Ability to build trust and rapport with people	Y		Application, interview
Demonstrates continuous improvement		Y	Application, interview
Time management and organisational skills	Y		Application, interview

<b>Job specific skills and knowledge</b>	<b>Essential</b>	<b>Desirable</b>	<b>How assessed</b>
Relevant experience in a similar role and/or working environment	Y		Application, interview
Working knowledge of cooking	Y		Application, interview
Flair and enthusiasm for cooking with fresh ingredients	Y		Application, interview
Managing and coordinating a Catering or Kitchen Team	Y		Application, interview
Managing a kitchen budget and menu costing	Y		Application, interview
Managing stock control	Y		Application, interview
Understanding of relevant legislation and regulations	Y		Application, interview

## Health and safety

As an employee of Exemplar Health Care, you have a duty under the Health and Safety at Work Act 1974, to:

- take reasonable care of your own health and safety and that of all other persons who may be affected by your acts or omissions at work
- co-operate with your employer to ensure compliance with health and safety legislation, policies and procedures
- observe and follow all health and safety rules, regulations and codes of practice
- recognise the rights of our service users to take risks to promote their own recovery
- not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety or welfare, in pursuance of any of the relevant statutory provisions
- report all accidents, dangerous occurrences, incidents and hazards in line with company policy
- respect confidentiality relating to information gained through employment with the organisation and ensure information is not disclosed to any unauthorised person/agency.

## Safeguarding

Exemplar Health Care is committed to safeguarding all children and vulnerable adults, and expects all colleagues and volunteers to share this commitment.

As an Exemplar Health Care employee, you have a duty to protect our residents and colleagues from any form of abuse or neglect.

When delivering care and support, colleagues are required to comply with the requirements of legislation relating to care in the UK, including the Care Act (2014), Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (DoLS).

You'll learn more about safeguarding in your induction, but it might be helpful to do some research before you start working with us.

To comply with Exemplar Health Care's safeguarding children and adults policies, all colleagues (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults.

This requires you to:



- familiarise yourself, and comply with, local child protection procedures and protocols for promoting and safeguarding the welfare of children and young people
- familiarise yourself, and comply with, local multi-agency safeguarding vulnerable adults plans and procedures
- familiarise yourself, and comply with, protocols and systems for information sharing
- know how to report safeguarding concerns
- participate in required training and supervision
- comply with required professional boundaries and codes of conduct.

You'll learn more about safeguarding during your induction and will be shown all relevant policies and procedures.

## Data protection

At all times, you must respect the confidentiality of information in line with the requirements of the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018.

This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisation's as instructed.

You'll learn more about data protection as relevant to your role, during your induction.

*every day better*



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