

Catering Manager

Job description and person specification

Your role

As a Catering Manager, you'll provide delicious, healthy and nutritious meals for the people who live in our care homes.

You'll play a huge role in making *every day better* for adults living with complex needs.

The people we support are individuals – and we embrace that – so every day will be different.

That said, there are key things you'll be responsible for.

**Your role is likely
to include:**



Preparing and cooking nutritious meals and snacks

Good nutrition is an important part of staying fit and healthy so you'll:

- create a positive dining experience in your home to promote good nutrition
- support our 'protected mealtimes' policy
- develop balanced and healthy menus based on the likes and tastes of the people we support, changing them every four weeks to provide variety.

Promoting choice and independence through mealtimes

Life with Exemplar Health Care is all about choice.

The people who live in our care homes may have complex dietary requirement.

You'll take the time to understand their 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 also:

- meet with people when they move into the home to identify their food preferences
- take part in regular feedback meetings to ensure menus reflects people's choices and preferences

- update dietary forms and keep accurate records
- respond to all compliments, feedback and complaints.

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 relevant checks and records, including temperature checks and hazard analyses, and act upon any findings
- monitor all equipment and report any defects, damage, thefts, breakages or hazards that have the potential to cause harm
- control all stock and purchases, working within a budget.

Inspiring and leading the Catering Team

Everybody at Exemplar Health Care works together to make sure we meet our people's broad range of needs.

Our Catering Managers have line management responsibility for the Catering Team in the home, so you'll:

- ensure your team is adequately inducted, trained and supported in their role
- implement a cleaning rota for your team, which includes daily, weekly and monthly jobs.

General

You'll also be responsible for:

- maintaining the high profile and positive reputation of the home within the community

- making positive contributions to all quality and best practice measures/processes
- demonstrating a positive and proactive attitude toward developing new digital knowledge and skills
- ensuring that people's and the home's property is safe at all times, reporting any lost property
- building great relationships with families, friends and visitors, sharing compliments and escalating concerns when required
- reporting all compliments, feedback and complaints
- reporting any defects, damage, theft, breakages and hazards that could cause harm
- complying with company policies and procedures
- undertaking appropriate learning and development to ensure compliance
- sharing and modelling the company values and expected behaviours
- acting in accordance with workplace legislation and requirements including health and safety, data protection and equality and diversity
- participating in the supervision process
- maintaining an awareness of your own wellbeing by recognising its importance, taking proactive steps to support and improve it, and effectively managing it
- participating in all employee engagement activities including team meetings as required and the annual colleague survey.

This job description may be reviewed. You also might need to carry out other appropriate duties as reasonably required.

Who you are

Just like the people we support, every member of our team is different and offers something new. Yet there are some characteristics you'll need to be a great Catering Manager.

You'll be the kind of person who:

- is creative in developing menus and preparing food
- is enthusiastic about cooking delicious and nutritious food for people with varied dietary requirements
- has knowledge of health and safety regulations and food hygiene requirements
- has great organisational and time management skills
- is able to work in a fast-paced environment
- treats people with dignity and respect
- is an excellent team player
- has great communication skills
- understands what safeguarding is and how you support people to keep safe
- recognises care homes can be challenging environments
- thinks on their feet and remains focused and calm in difficult situations.

Our values – and yours

The values we hold tell you what it's like to work at Exemplar Health Care. It's important every team member makes them part of everything they do.

To be a successful Catering Manager, you'll need to show us you share our values:



Each of these values is crucial.

Yet no matter your role, we expect you to make life fun for our people and your colleagues.

To understand more about what fun means to us and how we make it happen, take a look at what we're up to on our [Facebook page](#).

Your qualifications and training

To apply for this role, you must have a Level 3 Food Hygiene qualification, or be working towards it.

As this is a management position, previous experience in a similar position and environment, ideally leading a catering or kitchen team, is desirable.

Induction

Our welcome induction covers everything, from mandatory and statutory training to the things you need to know about the home you'll be part of.

You'll have training in key areas such as moving and handling, safeguarding, person-centred care, and infection prevention and control.

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

Ongoing learning

You'll have regular supervisions and performance development reviews with your manager.

Together, we'll celebrate your achievements, address any issues, and look at your progress and career aspirations.

You'll be given plenty of opportunities to learn more and advance your career, if you wish.

We ask that you:

- attend and complete your induction
- take part in all planned training we offer, both eLearning and face-to-face
- continue to learn on the job, especially during your first few months with us
- go to your supervisions and performance development reviews when your manager invites you
- commit to learning and keep your skills and knowledge up to date.

Who we are

At Exemplar Health Care, we provide nursing care for adults living with a range of complex needs arising from dementia, neuro-disabilities (including brain injuries and Huntington's disease), mental health conditions and physical disabilities.

We also have a number of registered services to support people with a learning disability.

Exemplar Health Care has more than 50 care homes across the UK, where the people we support, their needs and their stories are all different.

Yet in all of our homes, one thing remains the same: our Catering Managers empower people to maximise their independence and live life to the fullest.



Our mission

To make *every day better* for the people we support, and our colleagues.



Our vision

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

Person specification

– Catering Manager

	Essential	Desirable	How assessed
Qualifications			
Food hygiene qualification	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
Good general education	Y		Certificates
Personal qualities and behaviours			
Demonstrates the Exemplar Health Care values	Y		Application, interview
Flexible	Y		Interview
Motivated with a can-do attitude	Y		Interview
Approachable	Y		Interview
Your skills			
Verbal and written communication skills	Y		Application, interview

	Essential	Desirable	How assessed
Interpersonal skills	Y		Application, interview
Creative thinking	Y		Application, interview
Great team player	Y		Application, interview
Excellent observational skills	Y		Application, interview
Ability to build trust and rapport with people	Y		Application, interview
Time management and organisational skills	Y		Application, interview
Demonstrates continuous improvement		Y	Application, interview
Job specific skills and knowledge			
Experience in a similar role	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

	Essential	Desirable	How assessed
Managing stock control	Y		Application, interview
Understanding of relevant legislation and regulations	Y		Application, interview

If your application is successful, you'll be required to follow our data protection, health and safety, and safeguarding policies. Full training will be provided.

Health and safety

As an employee of Exemplar Health Care, you have a duty under the Health and Safety at Work etc 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 the people we support 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, the Mental Capacity Act 2005 and the 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 policy and abuse and safeguarding policy, 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 organisations as instructed.

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