

Join us at UHB



Building healthier lives

Welcome from our Interim CEO

Jonathan Brotherton



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

Kind: the kindness that people show to each other every day

Connected: the connections we build with everyone around us

Bold: the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'J Brotherton', written in a cursive style.

Jonathan Brotherton
Interim Chief Executive Officer

JOB DESCRIPTION

Job Title	Bank Chef
Pay Band	Band 3
Department	Catering Department
Division	Corporate Nursing / Facilities
Reports to	Site Lead Catering Manager
Professionally Responsible to	Head of Catering

JOB SUMMARY

University Hospitals Birmingham Catering Department have an exciting opportunity for Chefs to join our catering teams on a Bank Contract working across all 4 sites which include Good Hope, Solihull, Heartlands and Queen Elizabeth Hospitals. We have various shifts available Monday – Sunday across all sites.

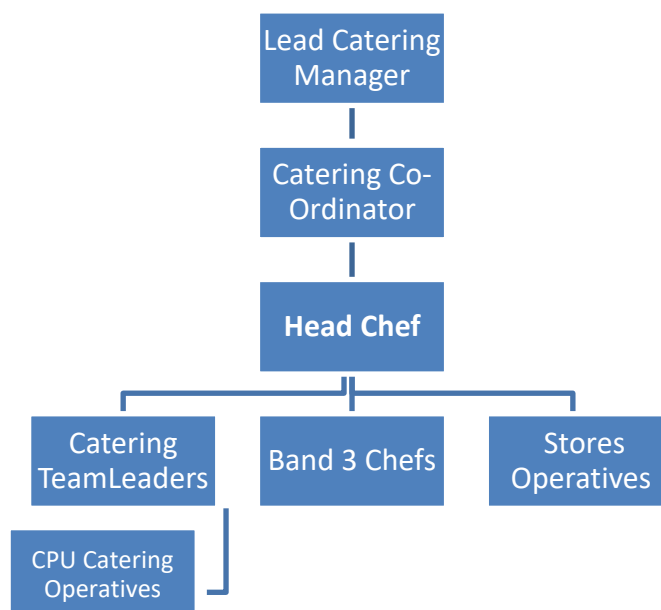
The Bank Chef will assist in preparing meals for Patients, Staff Restaurants and Hospitality events within a thriving catering department. The ideal candidate must be patient focused and is able to demonstrate practical experience and knowledge of allergens and nutritional content. Having experience within an Industrial Kitchen would be an advantage. They will be required to ensure food safety standards are met at all times following our HACCP procedures. Prepare, cook and serve food for patients and staff to the highest possible standard. Following food hygiene regulations and site HACCP plans for set standards for food safety and service delivery. Work within agreed catering budgets following management guidance.

Key working relationships

Internal: Department Managers and Supervisors, Ward staff, Ward Housekeepers, Domestic Staff, Estates Staff, Logistics Staff and Catering Supplier Deliveries.

External: Patients and Relatives, Retail customers, External Engineers, Guests to the Trust, Hospitality clients and Catering Supplier Deliveries.

TEAM/DEPARTMENT STRUCTURE CHART



KEY RESPONSIBILITIES

- Organise and plan own work according to work schedules and rotas
- Prepare and cook food according to a planned menu, using standard recipes at the prescribed times, including the provision of special diets
- Exercise portion control following recipes guidelines achieving correct nutritional values
- Prepare food to patients when required. Work within the Catering Team Leaders to assist in any referral of special diets from the Dietetic department
- Assist in ordering of kitchen supplies in liaison with the Stores Manager & Production manager
- Assist in the preparation, weighing and portioning of vegetables
- The employee is expected to be familiar with the relevant hygiene and safety legislation relating to kitchen areas and attend any refresher training arranged by the Production Manager.
- Ensure that the working areas and equipment are kept in a clean, hygienic state and good hygiene practices are observed in cooking processes as stated in the health service catering hygiene schedule. Instruct kitchen porter to oversee areas of concern regarding cleaning and maintaining.
- Adhere to all assured safe catering practices
- Help in welfare and training of assistants and students and the induction of new staff
- Maintain good working relationships with ward and other departmental staff e.g. in telephone communication, at service counters and with other kitchen staff and hospitality
- Report accidents and dangerous occurrences to Senior Supervisor immediately and complete relevant accident forms
- Ensure equipment is used and cared for correctly. Report any defects to Estates
- Report any defects in machinery or materials to the Senior Supervisor
- Ensure work carried out by assistants is up to standard and referral to senior grade if unsatisfactory
- Keep management informed on state of kitchen area and suggest improvements and functionality to utilise the working space
- Undertake any other duties appropriate to the cook's grade delegated by the senior member of staff
- Attend training courses/lectures as required
- To ensure Food Hygiene Systems and Working Practices are met, reporting any concerns to the Production Manager without delay, ensuring departmental documentation is completed
- To report any grievance, disciplinary or welfare matter to the line manager
- To be responsible for the security of stock and equipment in the production area, reporting any discrepancies to the Lead Catering Manager
- Follow agreed Catering HACCP plan set for the working area or site

BUDGETARY AND RESOURCE MANAGEMENT

MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES

RESEARCH AND DEVELOPMENT

EFFORT

Physical Effort:

- Staff are required to be on their feet for the majority of the shift only
- Staff are frequently required to lift and move items within the department during production, washing up, plating of meals, cleaning and stocking. Weight can exceed 5kg following good manual handling practices.

- Staff frequently required to move stock in excess of 15kg with the aid of a trolley around the production area.
- Machine and hand mop floor areas
- Cleaning wall services
- Deep clean of work equipment
- Staff involved with retail outlets or direct ward services require the skills to serve staff, visitors and patients, and in some cases, deal with complaints.

Mental Effort:

- To follow recipes following weights and measures
- On occasions plan rotas and organise shifts to cover vacancies

Emotional Effort:

- Handle customer complaints and comments and diffuse in a suitable fashion
- Deal with issues related to lower banded staff in retail areas or production CPU areas

The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.

TRUST VISION & VALUES

DO NOT AMEND THIS SECTION

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:

Kind: The kindness that people show to each other every day

Connected: The connections we build with everyone around us

Bold: The ability to be bold in how we think, speak and act

ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated:

PERSON SPECIFICATION



JOB TITLE: Cook / Chef	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Basic Food Hygiene Certificate • Allergen Training • European Qualification Considered • City and Guilds 706/1 or NVQ 2/3 equivalent • City and Guilds 706/2 or NVQ 2/3 equivalent • Food Hygiene Level 3 or equivalent (e.g. Chartered Institute of Environmental Health, CIEH) • Level 2 Health & Safety qualification or equivalent (e.g. Institute of Occupational Safety and Health IOSH, CIEH) • Level 2 HACCP qualification or equivalent • BETEC Level 3 Catering course or equivalent (706/1 2 certificate) 	<ul style="list-style-type: none"> • Good basic education • HACCP Training • Level 2 in Infection Control or equivalent (e.g. NVQ) • Level 2 in Customer Care/Services or equivalent • Level 3 Health and Safety Qualification or equivalent (e.g. IOSH, CIEH) • Food Hygiene Level 4 or equivalent (e.g. Chartered Institute of Environmental Health, CIEH) • Level 2 – Team Leading/Management qualification or equivalent (e.g. Institute of Leadership & Management ILM) • Level 2 Cleaning qualification or equivalent (e.g. National Vocational Qualification NVQ or certificated British Institute of Cleaning Science qualification (BICs))
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Food Hygiene Regulations • Catering background with a minimum of one year's experience • Food Safety • Experience of monitoring standards against targets • Self-management and team-building skills, aware of customer requirements, aware of inter-personal dynamics • Knowledge of catering services within a health care environment • Knowledge of Health & Safety at Work Regulations, COSHH, HACCP and Environmental Health legislation • Knowledge of National Specification for Cleaning and methodologies in the NHS including monitoring standards • Standard IT skills 	<ul style="list-style-type: none"> • Site HACCP plans • Experience of training individuals or groups • Experience of working in a large scale catering operation • Knowledge of hospital routines and procedures • Knowledge of Infection Control, implementation of infection control measures and methodology • Knowledge of ISO 9001 – Quality Management System • Knowledge of Menu-Mark system or equivalent ordering system • Developed IT skills • Minimum of Team leader/supervisory experience • Human Resources procedures – recruitment, appraisals, absence management
SKILLS & ABILITY	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Team worker • Be able to communicate effectively, accurately and confidently using all methodologies to individuals and small groups 	<ul style="list-style-type: none"> • Ability to work on own initiative • Awareness of Trust's values

<ul style="list-style-type: none"> • Brief and motivate a team • Develop excellent working relationships with management and service users • Be visible and approachable to facilities staff and clients • Training individuals and groups on catering tasks • Ability to select staff in the course of recruitment and service needs • Understand service need requirements and priorities e.g. appropriate staffing levels as required • Recognise development needs of staff groups • Apply Trust policies and procedures appropriately • Ability to recognise compliance issues, resolve hygiene and safety issues • Understand how a team works 	
OTHER SPECIFIC REQUIREMENT	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Good time keeping • Be an ambassador for the catering department and represent facilities management effectively and appropriately • Maintain excellent personal standards, act as a leader and mentor for staff • Be approachable, professional and courteous at all times • Understand the people being led and can manage own workloads and responsibilities • Ability to work well during demanding situations • Be highly motivated to ensure high standards are achieved and maintained • Be motivated to create good team working with staff groups • Demonstrate an enthusiasm to promote the catering departments and team members • Have a 'can do' attitude 	<ul style="list-style-type: none"> • Good sickness record • Personal achievements • Shifts cover can change at short notice to be flexible to the needs of the service to provide cover

