

## JOB DESCRIPTION

### Job Title – Kitchen Manager

## CONTEXT OF THE JOB

- The purpose of the job is to provide safe, efficient and economic management of kitchen services including following all menu programmes and other catering needs for the Bupa Care Home to ensure that the individual food and nutritional needs of consumers/kiritaki are met.
- The job reports to the Care Home Manager.
- This job description was reviewed in June 2014.

## KEY TASKS AND RESPONSIBILITIES

- 1. Menu Planning and Implementation** – To ensure that the individual food and nutritional needs of consumers/kiritaki are met.
  - Menu facilitation: ensure food preparation and implementation adheres to the Bupa standardised menu.
  - Special Diets: ensure food is prepared as stipulated by the consultant dietician where a resident has specialised food requirements.
  - Other dietary requirements: maintain effective communication with nursing staff to ensure residents changing dietary requirements are met (be it cultural or medical).
  - The personal food preferences of residents are met where appropriate.
- 2. Hygiene and Food Safety-** Implement policies, procedures and systems that ensure legislative requirements for safe food management are known by staff and audited for compliance.
  - Food storage: ensure correct storage of all foodstuffs.
  - Safe Food Handling: ensure adherence to regulations and to Bupa policies and procedures.
  - Completion of a 'Safe Food Handling Course'.
  - Cleaning and Maintenance: ensure adherence to cleaning and maintenance schedule for all equipment and environment.
  - Ensure pest control systems are maintained and effective.
  - Personal Hygiene: maintain a high standard of personal hygiene and dress for self and other kitchen staff.
  - Fault Reporting: report all faulty equipment promptly and accurately.
  - Ensure Bupa policies for Infection Control are strictly adhered to.
- 3. Special Event Catering**
  - Make arrangements as necessary, in consultation with Care Home Manager, to ensure the event is successful and cost effective.

**4. Ordering and Use of Supplies:** All aspects of food procurement, production, preparation, storage, transportation and delivery comply with current legislation, regulations and guidelines.

- Ordering: ensure cost effective and timely ordering of supplies to meet the requirements of the standardised menu and in accordance with occupancy levels (to keep wastage to a minimum).
- Incoming Supplies: are checked against packing and ordering documentation, signed off by the appropriate person and forwarded to the Office Administrator.
- Ensure stock rotation system is followed.
- Ensure a purchase order number is used when ordering goods.
- Maintain accurate records of village meals supplied, where applicable.

**5. Financial**

- Liaise with Care Home Manager to set budget.
- Constantly monitor costs/prices and liaise with Care Home Manager where costs are exceeding budget.
- Check all invoices for accuracy and approve for payment.
- Ensure all invoices and statements are despatched to Accounts for payment.

**6. Staff Management**

- Actively participate in kitchen staff recruitment.
- Ensure the kitchen is adequately staffed with suitable experienced staff.
- Supervise kitchen staff to ensure meals are well presented and on time.
- Complete kitchen staff orientation, training and appraisals.
- Monitor staff performance and ensure staff appraisals are completed annually.
- Identify and communicate any staff development needs or concerns to Care Home Manager.
- Follow up any performance issues promptly and appropriately.
- Ensure all staff attend relevant food safety handling course as required.

**7. Confidentiality**

- Information relating to a resident, other staff or Care Home business is treated as confidential.

**8. Health & Safety**

- Observe all Bupa Health & Safety policies and ensure all kitchen staff adhere to these.
- Ensure any incidents/accidents are reported immediately and that staff are familiar with reporting process.
- Participate actively in hazard identification and report any unsafe conditions immediately.
- Ensures adequate supply of protective equipment (eg oven gloves) is maintained and in good condition.
- Ensure all cooking equipment/utensils are turned off prior to leaving at end of duty.
- Ensure all kitchen staff are familiar with, and attend annually, fire and manual handling updates.

**9. Continuous Quality Improvement**

- Complete Environmental Hygiene-Kitchen audit as per Bupa audit schedule.
- Develop and implement any corrective action plans required following audits.
- Actively participate in HOD, IFC, H&S and Quality meetings.

**10. Other Duties**

- Other related tasks as they develop or are required by management.

**KEY COMPETENCIES**

- Show an ability to work well within a team.
- Show an ability to adapt to change and work efficiently under pressure.
- Show an ability to communicate well with others.
- Has the authority to direct or oversee employee's daily work activities.
- Has the authority to undertake or recommend the following employment actions: hiring, termination, corrective action and performance reviews.
- Assists in planning, monitoring and managing budget, in functional area of business unit.
- Show an ability to apply practices and procedures in routine situations.
- May train and monitor others' performance. Can present, resolve conflicts and address delicate situations.
- Sets own goals and determines how to accomplish results with some guidelines.

**EXPERIENCE, TRAINING AND QUALIFICATIONS**

- Secondary school education (three years or more) is highly desirable
- Work experience of 1-3 years at least in related work.
- Ability to effectively and safely use kitchen equipment and train others in the use of the same

## VISION & VALUES OF BUPA

**Bupa's purpose is to help people live longer, healthier, happier lives.**

We do this through our vision of 'taking care of the lives in our hands'. Our strong caring ethics, dedication and respect are valued by people at some of the most vulnerable times in their lives. So trust is intrinsic to the way we operate as a business, wherever we are in the world.

### Our values

At the heart of our service are our values. These are the principles that determine the way we behave and what we believe. They also bring us together as a family, giving us a common culture, and they inspire trust and loyalty in our people.

<b>Passionate</b> 	<b>Full of energy</b> Love what we do and why we do it Love our customers
<b>Caring</b> 	<b>Big-hearted and compassionate</b> Treat people with respect and kindness Everyone and everything matters
<b>Open</b> 	<b>Seek new ideas and other points of view</b> Share freely Really listen and understand Embrace diversity
<b>Authentic</b> 	<b>True to yourself</b> Genuine and honest Say what we mean, mean what we say
<b>Accountable</b> 	<b>Always responsible</b> Take ownership Make it happen
<b>Courageous</b> 	<b>Be brave</b> Dare to try Speak up
<b>Extraordinary</b> 	<b>Go above and beyond</b> Be the best we can dream to be Deliver outstanding results, big and small

Signed \_\_\_\_\_

(Employee)

\_\_\_\_\_  
 \_\_\_\_\_

(Employer)

Date \_\_\_\_\_

A job description is intended to give an appreciation of a role, the range of work and responsibilities involved and the important company values. The job description may be altered or added to from time to time.

Our purpose is  
*Longer, healthier, happier lives*



**What:**  
Bupa Promise

Know me  
and my needs

Help steer my  
decisions

Be there when  
I need you

**How:**  
Bupa Values



Health & Care

