Mater Misericordiae University Hospital Dublin

Job Description & Person Specification

Catering Manager

Job Title / Grade: VII

Department / Division: General Services

Directorate: Estates and Facilities

Location: Mater Misericordiae University Hospital

Reporting Relationship: Head of General Services

Responsible to: Director of Estates and Facilities

Effective Date: Nov 2026

JOB DESCRIPTION

Job Purpose:

The Catering Manager will be responsible for managing, coordinating and developing the MMUH's Catering Service Department. The role will involve leading and supporting a management team, ensuring that excellent standards are applied to the key services, processes and activities that support the core catering function.

S/he will provide leadership, clear direction, motivation and support Senior Management in the pursuit of positive patient outcomes through the provision of a consistent and high quality catering service for patients.

S/he will have a strong background in the nutritional requirements of patients in a large complex healthcare setting and will assist with the continual improvement of the quality of catering services to patients by redesigning services to meet best practice standards, improving efficiency and effectiveness within available resource.

KEY RESPONSIBILITIES

Strategic

- Lead catering services at MMUH in supporting positive patient outcomes by ensuring that the patient's journey is optimised by the delivery of consistent and high quality catering services.
- Provide leadership throughout the Catering Services Department necessary to meet the service standards required in keeping with best practice, HSE policies, environmental regulations and legislation.
- Continually review catering services and work with stakeholders / colleagues to redesign services in order to meet the needs of patients and enable the MMUH to achieve key performance indicators.
- To consult and provide guidance, in conjunction with relevant stakeholders, on the catering requirements for an ever evolving and expanding acute hospital
- Develop robust mechanisms to ensure clear communication of service plans, objectives and service changes within the MMUH, ensuring that staff are engaged directly in any review and the development of services.
- Lead on change ensuring safe, efficient and effective use of all resources.
- Monitor and be actively involved in developing and monitoring quality assurance programmes in all areas.
- To work collaboratively with the Department of Clinical Nutrition and Dietetics on the implementation of the HSE *Food Nutrition and Hydration Policy for Adult Patients in Acute Hospitals* in the MMUH (2018).
- Participate in national performance accreditation schemes and nutritional projects, where appropriate.

- Attend as and when required, catering and management courses as may be approved by hospital management or other authorised officers; also ensuring your own professional development.

- Represent the Catering Department on the Mater Nutrition Steering Committee.

- Adhere to the MMUH code of conduct for managers and consistently demonstrate and promote behaviour and actions reflective of the MMUH's values.

- Perform such other duties as are appropriate to the office of Catering Manager as may be assigned to him /her from time to time by the hospital management or other authorised officers.

Operational

- Day to day management of the all catering services including deliveries, production, plating and ward services operations and coordination of a staff of 10.5 catering officers, 11 chefs and 106 catering assistants and kitchen porters.

- Obtain a robust day to day working knowledge of all areas within the Catering Department.

- Manage the services ensuring that the needs of all clients are met in a responsive manner

- Be innovative with regards to the development of operational standards and work processes. Identify and lead on projects that improve the quality of patient care in respect of all support services and support a culture which seeks to promulgate "lessons learned" from adverse events / incidents.
- To adhere to and maintain all aspects of the "Guidelines on Cook Chill".

- Ensure that all meals are prepared on schedule for patients and are produced in accordance with the nutrition standards for hospital diets.

- Manage the quality and hygiene of the food cycle from preparation through to delivery.

- Responsible for total food safety and ensure that Hazard Analysis & Critical Control Point (HACCP) guidelines are implemented, monitored and adhered to at all times.

- Develop strategies to monitor and reduce food waste.

- Responsible for providing a high quality food service for patients

- 'Walk the floor' during service periods to ensure that excellent levels of service are being delivered to the customers/clients.

- Manage and maintain the documentation and records required in keeping with legislation and HACCP and the associated Health Information and Quality Authority (HIQA) residential standards.

- Use audit to measure compliance with standards, and implement quality improvement initiatives linked to audit outcome.

- Evaluate customer satisfaction and manage change to meet needs.

Personnel

- Provide the team with leadership, enabling all staff members to give their maximum potential contribution to the services.

- Develop systems and processes that will ensure best practice on rosters and skill mix.

- Monitor performances, absenteeism and the control of sick leave within the department.

- Promote good industrial relations with staff and staff representatives and deal with Industrial Relations, as set out in the MMUH Human Resource's Policies and Procedures.

- Hold regular scheduled meetings with all grades of staff assigned to the Catering Department. Recording and circulating minutes of same.

- Ensure staff have opportunities for personnel development.

- Ensure all staff partake in the required mandatory training and maintain training records for all staff.

- Ensure that all employees project a positive, approachable, friendly and professional image.

- Be responsible for the training of catering staff and be involved as required in the selection and recruitment of catering staff.

- Participate on interview boards as required.

Financial

- Identify and implement best practice in order to optimise use of resources, meeting revenue and budget targets. Management and control of Agresso system for catering.

- Be responsible for the annual budget of the Catering Department, ensuring all financial budgetary targets are achieved and make amends where overspends occur.

- Ensure accurate financial records, stock sheets and other financial details are maintained at all time.

- Develop financial forecasts for the future in line with service requirements.

- Control and monitor any cash collection operated within the Catering Department.

- Co-operate fully with the MMUH Procurement Service in the tendering/purchase of supplies, equipment, services etc.

Health and Safety

- Ensure all staff comply with the Health & Safety Legislation and MMUH associated policies including Personnel Protective Equipment.

- Ensure adequate cleaning programmes are formulated which meet with approved standards, in consultation with Head of General Services.

- Attend to and take all necessary action, statutory or otherwise, in the event of incidents or accident, fire, theft, loss, damage, unfit food, or other irregularities and take such action as may be appropriate.

- Risk manage all aspects of the services and control the identified risks within your scope or escalate as appropriate.

General Responsibilities and Accountabilities

1. Confidentiality
   You will be aware of the confidential nature of Hospital work and in particular, the right of patients to confidentiality.
2. Policies & Procedures
   You are required to familiarise yourself with and adhere to all policy and procedural documents relevant to your position.
3. Hygiene Standards
   The highest standard of hygiene must be maintained in the Hospital at all times and all staff members are responsible for ensuring compliance with the Hospitals requirements and standards with regard to hygiene. It is the responsibility of all staff to have a fundamental understanding of their individual responsibility in maintaining departmental & site hygiene standards.
4. Health and Safety
   Ensure that effective safety procedures are in place to comply not only with the Safety, Health and Welfare at Work Act 2005 but also within the spirit of the Hospital's mission, vision and values, and they are known and followed by staff. You are required to familiarise yourself with the requirements of employees under the Safety, Health and Welfare at Work Act 2005 and to promote a work environment that is compliant with the Safety, Health and Welfare at Work Act 2005. Each staff member is individually responsible for ensuring that the Hospital remains a safe place to work.
5. Information Technology
   Ensure the most effective and efficient use of developments in information technology for administrative support in a manner, which integrates well with systems throughout the organisation.

6. Business Continuity Management
   Business Continuity Management (BCM) is a holistic management process that identifies potential impacts that threaten an organisation and provides a framew ork for building resilience and the capability for an effective response that safeguards the interests of its key stakeholders and reputation" (BS 25999) All Staff employed in the Mater Misericordiae University Hospital are obliged to:

- make themselves familiar with the Organisational Business Continuity Plan
- attend BCM education sessions provided for them
- make themselves familiar with their individual roles as set out in their departmental business continuity plan if applicable and or the Organisational business continuity plan

Note:
These duties and responsibilities are reflection of the present service requirements and may be subject to review and amendment to meet the changing needs of the Hospital. The incumbent will be required to maintain, enhance and develop their professional knowledge, skills and aptitudes necessary to respond to a changing climate.

PERSON SPECIFICATION

Requirements	Essential	Desirable
Qualifications	Hold the Bachelors of Arts. NFQ Level 7 in Hospitality Management awarded by Technical University Dublin or Hospitality Studies (Higher Certificate) (Level 6) awarded by the Munster Technical University or an equivalent qualification	A Diploma in Dietetics or an equivalent qualification
Experience	At least three years satisfactory experience in the direction and control of the catering arrangements for an institution or other establishment catering for a minimum of 400 persons per day and experience in developing catering facilities.	A total of at least five years satisfactory experience in the direction and control or in assisting in the direction and control of the catering arrangements in an Acute Hospital and experience in cook chill.
Organisational Knowledge	Knowledge and understanding of the key developments and goals to be attained in catering services in a large acute hospital. Demonstrate awareness of quality performance measurement and key performance indicators.	

	Demonstrates a strong commitment to successfully delivering a quality patient centred service.	
Professional Knowledge	Demonstrate the requisite knowledge and ability (including a high standard of suitability and management ability) for the proper discharge of the duties of the role. Excellent knowledge, experience and commitment to food/hygiene best practices, including HACCP. Knowledge on managing food waste. Knowledge on nutrition standards for diet specific menus and the standards required for the patient food service provision. Experience in budget and resource management.	
Core Competencies Strong leadership and influencing skills	Ability to positively influence and lead a large cohort of staff effectively including, team building, training & development and performance management as well as the management of disciplinary, absence and performance issues. Strategic thinker with vision and the ability to translate ideas into productive short and long term service plans with tangible positive results. Has a strong commitment to and promotes a continuous improvement culture through effective project planning and management and the implementation of quality initiatives.	

Analytical & Judgemental Skills	Is creative and innovative and demonstrates well developed analytical skills for the management of complex issues and the provision of workable solutions.	
Planning & Organisational Skills	Ability to make decisions and escalate only when necessary. Develops and contributes to long term plans, make plans to implement legislative or organisational changes, makes daily plans and coordinates activities.	
Excellent interpersonal and communication skills.	Has excellent interpersonal and communications skills; demonstrating a willingness to participate and collaborate within teams and work in partnership with a multitude of stakeholders within the organisation and with external agencies. Ability to build, develop and maintain lasting productive working relationships, always behaving in a professional manner with multi professional staff at all levels of the organisation. Places value on the positive contribution of staff to the achievement of a positive patient experience and the overall organisational goals.	
Other Skills	Project & change management experience. . A strong commitment to continuous improvement through implementation of quality initiatives and workflow analysis and review. ICT – be proficient in use of administrative software. E.g. Agresso, Word / Excel / Power	

	point etc. Flexibility to work unsocial hours if required.	