

Job Description and Person Specification

Catering Service's Manager

(Grade VIII)

Permanent Vacancy

Reference: HR25E162

Closing Date for Applications: Tuesday the 23rd Of July 2025

Interview Date: TBC

HR Business Services,
St Vincent's University Hospital,
Elm Park,
Dublin 4.

Contact: +353 (1) 221 6062 or recruitment@svuh.ie

Job title / Grade: Catering Services Manager (Grade VIII Officer)

Reports to: General Services Manager

Overview: The role of the Catering Manager is to manage and develop the Catering Department of St Vincent's University Hospital.

To supervise Catering Officers, Catering Supervisors, Senior Chef, Chef Grades I and II and catering assistants within the Catering Department, St Vincent's University Hospital in the performance of their duties and in conformity with the hospital and statutory standards

Key Duties and Responsibilities

- The person holding this post is required to support the principle that the care of the patient comes first at all times and will approach their work with the flexibility and enthusiasm necessary to make this principle a reality for every patient to the greatest possible degree
- Maintain throughout the Hospitals awareness of the primacy of the patient in relation to all hospital activities.
- Performance management systems are part of role and you will be required to participate in the Hospital performance management programme

General

The Catering Manager will:

- Provide leadership throughout the catering service to meet the standards required in keeping with best practice, HSE policies and legislation.
- Manage the service ensuring that the needs of all clients are met in a responsive, individualised manner such that it meets the nutritional needs of the patient groups.
- Ensure that all meals are prepared on schedule for patients and staff and are within nutritional and dietetic control guidelines.
- Lead on change ensuring safe, efficient and effective use of all resources.
- Develop and implement, where necessary, the policies and procedures associated with best and safe practice and monitor compliance with these practices.

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- Ensure the prompt provision and efficient service of all meals and catering requirements at the specified time to the standards laid down in the Key Performance Indicators (KPIs).
- ‘Walk the floor’ during service periods to ensure that excellent levels of service are being delivered to the customers/clients.
- Ensure that Hazard Analysis & Critical Control Point (HACCP) guidelines are implemented, monitored and adhered to.
- Manage the quality and hygiene of the food cycle from preparation through to delivery, including presentation.
- Evaluate customer satisfaction and manage change to meet needs.
- Facilitate the upgrade of information technology in Catering Services.
- Participate on national accreditation and nutritional project(s) where appropriate and as directed.
- Risk manage all aspects of the services and controls the identified risks within your scope or escalates as appropriate.
- Put in place the documentation and records required in keeping with legislation and HACCP and the associated Health Information and Quality Authority (HIQA) residential standards.
- Ensure adequate cleaning programmes are formulated which meet with approved standards.
- 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.

Personnel

The Catering Manager will:

- Provide the team leadership required, enabling all staff members to give their maximum potential contribution to the services.
- Be involved in the recruitment of catering staff, and assign appropriate duties to staff under his/her control.
- Ensure staff have the opportunities for personnel development through in-house training and otherwise as necessary.

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- Maintain training records for all staff, ensuring that individual needs are recognized and met either through on or off-job training.
- Ensure all staff partakes in the required mandatory training.
- Develop systems and processes that will ensure best practice on rosters and skill mix.
- Plan and control holidays within the operation to 'self cover' where practicable.
- Monitor and manage absenteeism within area of responsibility in accordance with HSE guidelines.
- Ensure that all personnel policies are complied with regarding leave, discipline, contracts of employment etc.
- Ensure that all employees project a positive, approachable, friendly and professional image.
- Participate on interview boards as required.

Financial

The Catering Manager will:

- Identify and implement best practice in order to optimise the best use of resources including the control and monitoring of cash received by Catering Department on a daily basis.
- Monitor and control the budget.
- Provide statistics on all aspects of catering services in respect of all activities.

Operational

The Catering Manager will:

- Manage, supervise and control the operation of the catering services including the supervision of staff in the kitchen, dining room.
- 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.
- Monitor and be actively involved in developing and monitoring quality assurance programmes in all appropriate areas.
- Participate in the development of Computer Information Systems

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- Be responsible for the training of catering staff and be involved as required in the selection and recruitment of catering staff.
- 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.
- Ensure all staff complies with the Health & Safety Legislation and HSE associated policies including Personnel Protective Equipment.
- Liaise with other Heads of Department to ensure the smooth running of Catering Services e.g. Finance Manager, Supplies Officer, Dietetic Manager, Director of Nursing & Midwifery, Occupational Health, Infection Control etc.
- Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

Health & Safety

The Catering Manager will:

- Record, report and investigate all incidents in Catering Services and take preventative and corrective action.
- Ensure that fire prevention and precautionary methods are observed and adhered to in Catering Services at all times, and collaborate with the officers who have responsibility for fire safety.
- Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc and comply with associated HSE protocols for implementing and maintaining these standards.
- Ensure that the Site Specific Safety Statement is reviewed annually.

KPI's

- The identification and development of Key Performance Indicators (KPIs) which are congruent with the Hospital's service plan targets.
- The development of Action Plans to address KPI targets.
- Driving and promoting a Performance Management culture.

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- In conjunction with line manager assist in the development of a Performance Management system for your profession.
- The management and delivery of KPIs as a routine and core business objective.

The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office. This document must be regarded as an outline of the major areas of accountability at the present time, which will be reviewed and assessed on an on-going basis.

The Hospital Structure is currently under review and therefore, reporting relationships may change.

Informal Enquiries or Role Specific Enquiries: Mr Jonathan Roughneen, General Service's Manager Tel: (01) 221 5936. Email: jonathanroughneen@svhg.ie

Person Specification

Factors	Essential	Desirable
Qualifications	<p>Relevant third level and/or professional qualification in a health related field:</p> <p>Possess a Degree, Diploma or Certificate in Hotel and Catering Management @ NFQ Level 7</p> <p>Or</p> <p>A Diploma in Dietetics</p> <p>Or</p> <p>Equivalent Qualification</p>	
Experience (length and type)	<p>Broad recent, relevant healthcare experience at a senior level working with groups</p> <p>Three years of experience in catering management or large-scale food production</p>	<p>Have the requisite knowledge and ability (including a high standard of suitability and management ability) for the proper discharge of the duties of the office.</p>

	within the healthcare sector or a related industry, serving high volumes of people daily	
Core Competencies	<p><u>Managing the service</u> Knowing the health service and how it works. Planning and managing resources. Evaluating information and judging situations. Setting standards. Delivering quality and fairness for service-users.</p> <p><u>Managing people</u> Influencing people and events. Managing individual performance. Being the communication channel. Creating team spirit. Supporting personal development. Managing yourself. Being a role model. Maintaining composure and quality of working life.</p> <p><u>Managing change</u> Integrating the service. Embracing the change agenda.</p>	<ul style="list-style-type: none"> • Communication • Teamworking / Building effective relationships • Health & Safety • Personal Development • Procedures / Legislation & Quality • Person Centred Focus • Flexibility & Adaptability • Technical Skills • HACCP/Food Hygiene
Health	Candidates for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.	
Character	Candidates for and any person holding the office must be of good character.	

Particulars of Office:

The appointment is: Whole-time, Permanent, Pensionable.

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Panel: A panel may be formed to fill upcoming permanent and temporary, whole time and part-time vacancies over the next 6 months

Annual Salary: as at 01/03/2025 PSPP Grade VIII Officer:

1	2	3	4	5	6	7
81,444	82,175	85,389	88,616	91,818	95,033	98,231

These particulars are subject to change in line with overall public pay policy.

*Candidates should expect to be appointed on the minimum of the salary range and in accordance with the Department of Finance guidelines.

Probationary Period: The appointee shall hold office for a probationary period of six months – The Hospital's Probation and Induction policy will apply.

Pension Scheme: The candidate will be entered into one of the Hospital Superannuation Schemes.

Working Hours: The person appointed will work a basic 35 hour week. You will be required to work the agreed roster / on call arrangements advised to you by your line manager. Your contracted hours of work are liable to change between the hours of 8am – 8pm over seven days to meet the requirements for the extended day services in accordance with the terms of the Framework Agreement. (Reference HSE HR Circular 003/2009). Flexibility on hours of attendance in response to service needs will be a requirement.

Annual leave entitlement: 30 days per annum pro rata each year. Annual leave accrued must be taken within the duration of the contract or calendar year and as agreed between the candidate and the Head of Department.

Additional Information

Confidentiality:

During the course of employment staff may have access to, or hear information concerning the medical or personal affairs of patients, students, staff and / or other health service business. Such records and information are strictly confidential and unless acting on the instruction of an authorised officer, such information must not be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

Hygiene:

During the course of employment staff are required to ensure that the Hospital's hygiene and infection control policies are adhered to at all times. All employees have responsibility to prevent transmission of infection by adhering to and implementing optimal hand hygiene and adhering to the Hospital's Hygiene processes. Hygiene is a fundamental component of St. Vincent's University Hospital's quality system to ensure the safety and wellbeing of its patients and staff and plays a role in the prevention and control of healthcare associated infection.

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Policies / Legislation:

All Hospital policies and procedures form an integral part of an employment contract and may be subject to update and revision, from time to time, in consultation with union representatives as appropriate. Employees are required to comply with all hospital policies, procedures (e.g. Dignity at Work, Trust in Care, Computer Usage Policy) and the Hospital's ethical codes of practice.

Employees are required to abide by the hospital's code of behaviour and the code of practice as defined by their relevant professional body.

Protected Disclosure Policy:

See link below for more information on our Protected Disclosure Policy as per the Protected Disclosure (Amendment) Act 2022;

[Protected Disclosures - St. Vincent's University Hospital \(stvincents.ie\)](http://www.stvincents.ie/ProtectedDisclosures)

Please note the following:

- The Hospital Board is not responsible for loss or theft of personal belongings.
- Fire orders must be observed and staff must attend the fire lectures periodically.
- All accidents within the department must be reported immediately.
- In line with the Safety, Health and Welfare at Work Act (2005), smoking within the Hospital building is not permitted.
- All staff are advised to avail of Hepatitis B Vaccination with Occupational health.
- The use of personal mobile phones is prohibited.
- St. Vincent's University Hospital buildings and grounds are **smoke-free**.

Application Process: St. Vincent's University Hospital is an equal opportunities employer and is committed to promoting an environment free from discrimination in accordance with the Employment Equality Acts 1998 and 2004. The Hospital values diversity and recognises the benefits of having a workforce that reflects the community we serve. We are committed to equality of access to positions within the Hospital. All recruitment activity and documentation will encourage applications from all potential candidates without discrimination.

Interested candidates should apply for vacancies of interest by visiting the Hospital Careers pages: <http://www.stvincents.ie/Home/Careers.html>

- Note the closing date(s) for the submission of on-line applications are specified on the list of vacancies. St. Vincent's University Hospital are not able to accept late applications.
- It is the applicant's responsibility to ensure that they apply well in advance of the closing date.
- Any applications which are still in progress but have not been submitted after the closing date will not be registered by our Web Recruitment System.
- Applications for St. Vincent's University Hospital job vacancies will only be accepted through our Web Recruitment System.
- St. Vincent's University Hospital may only take into account technical issues raised by an applicant if advised to our Human Resources Department prior to the advertised closing date.

Non-European Economic Area Applicants: While St. Vincent's University Hospital is an equal opportunities employer, in line with current Department of Jobs, Enterprise and Innovation Employment Permit requirements, applications from non-European Economic Area (EEA) will only be considered in the event that an EEA citizen cannot be found to fill the vacancy. Please note that if you are a NON-EEA applicant and are unable to supply documents (listed on www.djei.ie), you are not entitled to participate

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in this recruitment competition. This is in accordance with the EU Community Preference Rule. Further information is available at www.djei.ie.

Former Public Service employees: Eligibility to compete may be affected where applicants were formerly employed by the Irish Public Service and previously availed of an Irish Public Service Scheme including:

- Incentivised Scheme for Early Retirement (ISER).
- Department of Health and Children Circular (7/2010).
- Collective Agreement: Redundancy Payments to Public Servants.

Applicants should ensure that they are not precluded from re-engagement in the Irish Public Service under the terms of such Schemes. This is a non-exhaustive list and any queries should be directed to an applicant's former Irish Public Service Employer in the first instance.

Shortlisting: Shortlisting will be carried out on the basis of information supplied on your curriculum vitae. The criteria for shortlisting are based on the requirements of the post as outlined in the Person Specification. Failure to include information regarding these requirements on your CV may result in you not being called forward to the next stage of the recruitment process.

All overseas qualifications must be validated. No candidate can work in the Hospital without validated qualifications. If professional registration is also a requirement, candidates must provide documentation of same.

Canvassing will automatically disqualify.

Please note that you will be contacted mainly by mobile phone and email. It is important that your mobile phone number, postal address and email address are correct. It is your responsibility to ensure that you have access to your mobile voice mails and emails. We recommend that you use an email address that you have regular access to.

Competency based interviews follow the shortlisting stage of the recruitment process. Credit is awarded by the interview panel to candidates who demonstrate at interview that they possess the experience, competencies and skills listed in the person specification. Candidates will normally be given at least one week's notice of interview. Interviews are held in person only, no subsequent or alternative dates to dates given will be offered to candidates. All interviews are held in the HR Department of St. Vincent's University Hospital, Elm Park, Dublin 4 unless it is specifically noted otherwise in the Job Description. All posts are located in St. Vincent's University Hospital, Elm Park, Dublin 4 unless it is specifically noted otherwise in the Job Description.

Disability: Please let us know if you need any special assistance at interview, e.g. if you have difficulty in moving up or down stairs or have hearing or speech difficulties.

Candidates are notified of the result of their interview at the earliest possible date after the interview. The recommendation of the interview panel does not constitute a job offer. The process continues after the interview and includes clearance checks such as references, Garda clearance, overseas police clearance (if applicable)*, occupational health clearance, validation of qualifications and experience. A job offer is made pending satisfactory clearances. SVUH reserves the right to remove candidates from specific recruitment panels and retract job offers if satisfactory clearances cannot be obtained or are deemed unsatisfactory.

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** If you lived in any country for 6 months or more from the date of your 16th birthday other than the Republic of Ireland or Northern Ireland you will be required to provide security clearance for each jurisdiction in which you have resided. Your security clearance must be dated AFTER you left that country and cover the entire period of your residence. Seeking security clearances from other countries are the responsibility of the candidate. It is a process which can take an amount of time. Therefore we would strongly advise that you commence seeking international security clearances now.*

For some recruitment competitions a panel of successful candidates may be formed as a result of the interviews. Candidates who obtain a place on the panel may, (within the life of the panel), be considered for subsequent approved vacancies. Candidates are placed on a panel in order of merit. A panel is typically live for 6 months.

It is normal procedure that candidates be placed on the first point of the relevant salary scale in accordance with the Department of Finance guidelines.

Declaration: Please read your application carefully and check for any errors or omissions. pFalse declaration or omission in support of your application will disqualify you from appointment.

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Date: July 2025