

Job Description and Person Specification

Patient Catering Services Manager

Permanent Vacancy

Reference: HR25E160

Closing Date for Applications: Thursday, 24th July 2025
In person interviews to take place on: TBC

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

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

Job title: Patients Catering Services Manager
Grade: Catering Officer I
Reports to: Head of Catering, Deputy Head of Catering

Overview:

To be responsible for a comprehensive and professional Patient Catering Service to all patients throughout the hospital. To ensure that the highest standards and quality services are provided to all patients, staff and visitors in accordance with relevant food safety legislation and best practice.

Outline of Duties and Responsibilities:

- Responsible for the provision of a high quality service to patients.
- Manage and direct the operational activities of the patient catering service ensuring that all the catering team are operating to ensure food safety is paramount and the hospital is in compliance with legislation and hospital standards.
- Ensuring the Catering Service is patient focussed and that meal times and nutrition of patients is regarded as an integral part of treatment and recuperation.
- Lead and co-ordinate the work of patient food distribution including allocating staff according to the need of all wards and areas of patient care.
- Ensure that work schedules and work programs are created to provide for the most effective and efficient deployment of staff and resources.
- Under the guidance of the Head of Catering Services, introduce changes in work practices, procedures and techniques having regard to developments in the field of catering and introduce systems of evaluating the service.
- Ensure procedures are implemented to control and monitor the catering provisions, use of foodstuffs and control of waste.
- Supervise in co-operation with the supplies department, the custody of stock and stock levels of all materials and supplies held in the ward kitchens. Also to check and review all requisitions and delivery dockets.
- Record details of accidents and defects of equipment. Investigate the circumstances of appropriate and report findings to the Head of Catering. To liaise with other hospital staff in relation to incident reporting.
- To deal with complaints in line with hospital policy and procedure and to liaise with other hospital staff in relation to the management of complaints. To advise the Head of Catering of all complaints and actions taken.
- To supervise and direct catering staff in the performance of their duties so as to ensure compliance with all hospital policies/standards and to report deviations where necessary to the relevant manager.
- Develop and promote a team based performance management system for the management and staff within the department.
- Assist with the selection and recruitment process for the catering service in consultation with the HR department and in line with the organisations recruitment and selection policy
- Arrange training sessions in cooperation with catering management in the following: induction training, Food Hygiene, Hand hygiene, manual handling, fire safety, customer care and other training as required.
- Arrange catering staff meetings to update staff on developments and changes within the department and to foster good working relationships with your team.

- Dealing with matters of staff discipline in accordance to the hospital Grievance Procedure, Keeping the Head of Catering informed in relation to staff grievance, disciplinary issues and staff welfare issues as appropriate.
- Responsible for the monitoring and controlling of staff entitlements to leave and updating systems in relation to timesheets, absenteeism and sick leave records.
- Under guidance of the Head of Catering, be involved in areas concerned with the hospital accreditation and other such requirements or initiatives as outlined – such as JCI, HIQA
- To actively partake in the development of patient menus in conjunction with the dietetic department to ensure that all patients nutrition and hydration needs are met as per guidance of the Nutrition & Hydration Policy
- Actively support the Catering Manager in the development and implementation of strategic and operational plans.
- The Patients Catering Services Manager will be required to deputise for the Deputy Head of Catering where appropriate.

Health and Safety

- Ensuring that equipment and work areas/practices are safe and requisitioning maintenance when required.
- Be familiar with all Health and Safety regulations and ensure that all Hospital Policies are adhered to: No Smoking Policy, Waste Management Policy, Security Policy, Infection Control Policy, Manual Handling, Sick Leave Control Policy, Dignity at Work Policy, Hazard Analysis Critical Control Points (HACCP).
- Reporting and taking necessary action in the event of an accident, fire, stock damage and unfit food and completing all necessary documentation/reports.
- 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 as appropriate to the role.

HACCP and Hygiene

- To support the Head of Catering to implement and maintain high standards of personal and operational hygiene to safeguard the health and wellbeing of our Patients, Customers and Staff alike in line with the legal requirements.
- Ensuring that standards of service are maintained and the proper hygiene practices are observed.
- In conjunction with the Catering Officer, ensuring that all staff training is complete and training records are up to date on all aspects of food safety and hygiene.
- Ensure that the Food Safety System and all principles of HACCP are checked on a daily basis and adhered to by all staff concerned.
- Ensure all Non Conformances are documented and reported.
- Ensuring that official hospital internal audits are carried as per assigned schedule.
- Ensure that proper work practices are adhered to, in relation to food handling and food safety.
- In conjunction with the Catering Officer, liaising with contract cleaning to ensure that specified standards are maintained in accordance with the cleaning specification and records are held.
- Assist in reviewing and updating catering policies, procedures and food management systems that support the needs of the hospital.

Information Technology

- Be involved in developments within the hospital and assisting in the introduction of new/updated technologies.
- Operating existing/new/updated technology as appropriate.

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:

Theresa Peare Tel: +353 (1) 221 3676 Email: t.peare@st-vincents.ie

Person Specification

Factors	Essential	Desirable
Qualifications	Eligible applicants will be those who on the closing date for the competition 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 A Diploma in Dietetics OR An equivalent qualification OR Be currently employed in the HSE or funded agency as a Catering Officer	ECDL or equivalent computer skills Course in Train The Trainer QQI Level 6 HACCP Management training from a recognised training provider at QQI Level 5/6
Experience (length and type)	a) Candidates must have at least three year's satisfactory experience in the direction and control of the catering arrangements for an institution or other establishment catering for a minimum of 200 persons per day OR	Experience of catering for patients in a healthcare organisation with specific knowledge of nutrition and dietary requirements. (2 Year or more)

	<p>b) A total of at least five year's satisfactory experience in the direction and control or in assisting in the direction and control of the catering arrangements for an institution or other establishment catering for a minimum of 200 persons per day</p> <p>And</p> <p>c) All candidates must 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>	
Core Competencies	<p>Leadership & Direction</p> <p>Working with & through Others – Influencing to Achieve</p> <p>Managing & Delivering Results</p> <p>Critical analysis & Decision Making</p> <p>Building Relationships/ Communication</p>	
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, and Pensionable

Annual Salary: Catering Officer Grade I Salary Scale, pro rata per annum.

1	2	3	4	5	LSI	LSI
€56,757	€58,110	€59,761	€62,862	€64,716	€67,025	€69,341

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 6.45am – 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: 29 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 well being of its patients and staff and plays a role in the prevention and control of healthcare associated infection.

Policies / Legislation:

All Hospital policies and procedures form an integral part 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 \(stvincents.ie\)](https://www.stvincents.ie/protected-disclosures)

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 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.

Persons in receipt of a pension from specified Superannuation Schemes: Former Health Service and Public Sector Employees must adhere to the relevant prohibition of re-employment provisions where

they have previously availed of a Public Service Voluntary Early Retirement or Ill Health Retirement Pension from any of the following Pension schemes:

- Local Government Superannuation Scheme (LGSS)
- Health Service Executive Employee Superannuation Scheme
- Voluntary Hospitals Superannuation Scheme (VHSS Officers/Non Officers)
- Nominated Health Agencies Superannuation Scheme (NHASS)
- Other Public Service Superannuation Scheme

Among the Voluntary Early Retirement Schemes referred to above are the following:

- Incentivised Scheme of Early Retirement (ISER)
- Voluntary Early Retirement Scheme 2010 (VER)

Prospective candidates must satisfy themselves as to their eligibility to be employed applying / competing for posts to be filled through this recruitment campaign.

Abatement of Pension (Section 52 of Public Service Pensions Act 2012): Where a person who is in receipt of a Public Service Pension (e.g. retired on voluntary age grounds) is subsequently appointed to another Public Service post, the Abatement of Pension Regulations apply. This means that in a situation where the total of a person's pension combined with their salary from their new post, exceeds the uprated (current) salary of the position from which they retired, his/her pension is reduced by any such excess amount. This provision applies irrespective of whether the relevant pension was accrued in the same Pension Scheme which applies to the new appointment, or in another Public Service Pension Scheme.

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 state 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. All interviews are held in person unless it is specifically noted otherwise in the Job Description. No subsequent or alternative dates to dates given will be offered to candidates. 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.

** 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. False declaration or omission in support of your application will disqualify you from appointment.

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.

Date: July 2025