



Job Description and Person Specification

Catering Officer - Grade II Permanent Vacancy

Reference: HR26E007

Closing Date for Applications: Thursday, 12th February 2026

In-person Interview Date: Friday, 6th March 2026

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

Contact: 01 221 6016 or recruitment@svuh.ie

Accountability and Working Relationships

Job title / Grade: Catering Officer Grade II

Reports to: Head of Catering / Deputy Head of Catering / Patients Catering Services Manager.

Overview:

To assist the Head of Catering/Deputy Head of Catering Services/Patient Services Manager in all operational matters of the Catering Department. To be involved in the day-to-day operations of Catering Services in the hospital and ensure that the highest standards and quality services are provided to patients, staff and visitors in accordance with relevant food safety legislation and best practice. Main areas of responsibility will be assigned by the Head of Catering. Main areas will involve Patient Services, Main Kitchen, Cafeteria, Hospitality, Caritas and Food Safety – HACCP.

Key Duties and Responsibilities:

- Be actively involved in the management of the quality and hygiene of the food cycle from delivery through to service to the end user.
- Responsible for ensuring the efficient and hygienic service of food and beverages to patients, staff, visitors, required hospital meetings/functions/events and vending services provided.
- Ensuring that all food safety standards and requirements are in place and adhered to as outlined in Hygiene in the Catering Sector – Irish Standard I.S. 340:2007.
- Ensuring that all patient dietary requirements are fulfilled in terms of specialised diets, the introduction of New Menus, Protected Mealtime or any other new initiatives appropriate for a quality patient focused Food Service.
- Ensuring the smooth operation of our areas of concern and that they are sufficient for the service volumes required.
- Liaising with the Deputy Head of Catering, Catering Officers, Catering Supervisors, the Executive Chef Etc. in relation to all aspects of catering services provided to patients, staff and visitors.

Catering Services:

- Responsible for the provision of a high-quality catering service to all customers and patients.
- Developing good customer relations, including surveying customer opinions.
- Responsible for the organisation of catering facilities, including specialised diets, functions and the introduction of new menus as appropriate for patients and staff, in conjunction with the Executive Chef.
- Liaising with the Patient Catering Services Officer and with multi-disciplinary teams in relation to all aspects of catering services to patients.
- Deputise for other Catering Officers Grade II when on days off or annual leave.
- Work with teams to ensure smooth opening, continued operations and closing of operations depending on assigned shift.
- Cross train with other Catering Officers that champion different areas of the operation. Champion supporting Patient Services Manager is Patient Services.
- Carry out Stock Audits on a monthly basis to ensure the practice of Stock Rotation is adhered to.
- Compliance with the cash handling procedures as agreed.

Quality of Service:

- Gathering information from the wards in relation to patient meals, dealing with customer queries and complaints when appropriate, and informing the Executive Chef and the Deputy Head of Catering/Patient Services Manager.
- Ensuring that standards of service are maintained, and that all aspects of HACCP are fully implemented, including on-going staff training courses and maintaining staff training records.
- Participation in the departmental team-based performance structure.
- Conducting audits of services and recommending improvements and innovations.

Hygiene and HACCP:

- Ensure that all principles of HACCP are checked on a daily basis, and weekly audits carried out to test the effectiveness of the system.
- Ensuring that all staff are aware of HACCP procedures/controls and are acting accordingly.
- Ensuring that proper work practices are adhered to, in relation to food handling and food safety.
- Liaising with contract cleaning companies to ensure that specified standards are maintained, and that the terms of the contract are satisfactorily met.
- Maintain all HACCP records are completed, validated and filed.

Health and Safety:

- Ensuring that all staff are provided with, and wear, full uniform and personal protective equipment, including footwear.
- Ensuring that equipment and work areas/practices are safe, and that maintenance is carried out in a timely and regular fashion. Report repairs and maintenance needs to internal and external stakeholders.
- Reporting and taking necessary action in the event of an accident, fire, stock damage and unfit food, and completing the necessary documentation/reports.
- Ensuring all staff are fully aware and adhere to the Fire Safety, Smoking Policy and Health and Safety regulations.
- Taking necessary steps to ensure the security of all equipment, utensils, stores and offices.
- Arranging courses in fire safety, manual handling, food hygiene and other relevant processes, in conjunction with the Deputy Head of Catering Services/Patient Services Manager.
- Keeping the safety statement updated, and carrying out safety and cleaning audits, to ensure that health and safety standards are maintained.
- Providing Tool talks to your team around Health, Safety and Services.

Management of Staff:

- Ensuring in conjunction with the Deputy Head of Catering, other Catering Officers, Catering Supervisors, the Executive Chef assigned to the department that there is sufficient staff available each day on all shifts in order to provide required standards of services to patients, staff and visitors.
- Ensuring that all catering staff are adequately trained to provide a high-quality service to all patients and customers.
- Maintaining good communications within the department and encouraging good employee relationships.
- Assisting the Deputy Head of Catering/Patient Services Manager in dealing with staff welfare and grievances/disciplinary issues where necessary.

- Maintaining daily duty rosters for supervisors, catering assistants, chefs, porters and addressing staff absenteeism issues in conjunction with the Deputy Head of Catering.
- To actively participate and co-operate fully with quality training programmes such as food hygiene courses, customer care, administration training programmes and any other programmes pertaining to your duties
- To actively participate in health and safety training programmes such as manual handling, fire safety, first aid, chemical handling, management of food hygiene and the safe use of equipment.
- To co-operate and assist with the hospital and local induction training programmes, further training, development and up skilling of all catering employees.
- Dealing with matters of staff discipline in accordance with the hospital Grievance Procedure.
- Keeping the Deputy Head of Catering Services informed in relation to staff grievances, discipline issues and staff welfare issues as appropriate.
- Responsible for the monitoring and controlling of staff entitlements to leave and completing timesheets, absenteeism, and sick leave records, and returning them to the appropriate departments.
- Recording day-to-day inventory pertaining to goods received and issued including stock control and stock ordering duties.
- Dealing with daily queries relating to the catering services provided to patients, staff and visitors, keeping the Deputy Head of Catering fully informed.
- Responsible for ensuring all food and catering equipment temperatures are documented and recorded as per food safety system and HACCP requirements.
- Dealing with customer/staff/patient queries in a courteous, effective and efficient manner, taking accurate reports and informing the Deputy Head of Catering.
- To report to management immediately any accidents, incidents, fire, obvious hazards, stock loss, damage, unfit food and take such action as may be appropriate.
- Maintain training records for all staff, ensuring that individual needs are recognised and met either through on or off-job training.
- Ensure all staff partakes in the required mandatory training.

Information Technology:

- Be involved in developments and initiatives within the hospital and assisting in the introduction/implementation 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:

Lorna Masterson Tel: +353 (1) 221 3676 Email: lornamasterson@svhg.ie

Person Specification

Factors	Essential	Desirable
Qualifications	i) A Degree, Diploma or Certificate in Hotel and Catering Management or Institutional Management granted by a recognised College after a course of not less than two years And ii) The Management of Food Hygiene Training Course or equivalent	<ul style="list-style-type: none"> • ECDL or equivalent computer skills • Train the Trainer qualification
Experience	iii) At least two 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 iv) A total of at least two year's satisfactory experience 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	<ul style="list-style-type: none"> • Background in hospital catering in terms of nutrition and dietary requirements.
Core Competencies	<ul style="list-style-type: none"> • Ability to manage and develop a large number of staff. • Ability to guide change processes in a positive and innovative way. • Positive and confident manner and ability to maintain good communications and positive employee relationships. • Ability to deal with grievances in accordance with organisational policy. 	
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.

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

Annual Salary: Catering Officer - Grade II (4001) as at 01/08/2025, pro rata

1	2	3	4	5	6	7
€51,718	€53,265	€54,843	€56,456	€58,078	€59,969 LSI	€61,866 LSI

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: 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 members 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 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://Protected Disclosures - St. Vincent's University Hospital (stvincents.ie))

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 electronic 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.
- Applications for St. Vincent's University Hospital job vacancies will only be accepted through our Career website.
- 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 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 weeks' 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.

January 2026