

Post Title: Catering Retail Manager	Post Reference:	
Summary of the Role: The Catering Retail Manager is responsible for leading the day-to-day operation of the hospital's retail catering services, including the restaurant, coffee shop, and other food outlets. The role ensures the delivery of high-quality food, beverages, and customer service for patients, visitors, and staff while maintaining full compliance with food safety, hygiene, and regulatory standards. The post holder will lead and develop retail catering teams, manage budgets, monitor sales, and stock performance, and drive commercial growth through the development of attractive, nutritious, and customer-focused retail offerings. Collaborating with chefs, dietitians, suppliers, and other stakeholders, the Catering Retail Manager will ensure services meet operational, financial, and quality objectives. The role also champions continuous improvement, sustainability, healthy eating initiatives, and an exceptional customer experience, supporting the strategic goals of Synchronicity Care Limited (SCL).		Reports to: • Head of Facilities (Catering Retail and Food Safety) • Catering Manager (UHND) Working Relationships & Contacts Key relationships include: - Food Production Manager - Food Services Manager - Retail Leads - Director of Facilities - Senior Managers - Business Support Unit Staff - CDDFT Staff - Professional & Regulatory bodies and external advisors - QE Facilities

Key Responsibilities	
Operational Management • Manage the daily operations of the hospital restaurant and coffee shop, ensuring consistent quality and service standards. • Oversee food preparation, presentation, and portion control in line with agreed menus and dietary requirements. • Ensure compliance with all relevant food safety, hygiene, and health & safety regulations (e.g. HACCP, EHO standards). • Maintain effective stock control, ordering, and inventory management to minimise waste and manage costs. • Monitor equipment and facilities, ensuring maintenance and repairs are reported and completed promptly. Financial & Business Management • Manage departmental budgets, including labour, food, and beverage costs. • Analyse sales and expenditure data to identify opportunities for efficiency and revenue growth. • Collaborate with suppliers to negotiate contracts, source quality products, and maintain cost-effectiveness. • Contribute to pricing strategies and promotional activities for the restaurant and coffee shop. People Management • Lead, train, and motivate catering staff to deliver excellent service and uphold hospital standards. • Prepare staff rotas, monitor attendance, and manage performance, including conducting appraisals and disciplinary processes where required. • Foster a positive, inclusive, and safe working environment that encourages teamwork and professional development. Customer Service & Experience • Ensure a welcoming and professional environment for all customers, responding promptly to feedback and complaints. • Work collaboratively with hospital departments to meet patient, staff, and visitor needs. • Drive continuous improvement in service delivery and customer satisfaction. Menu Planning & Nutrition • Collaborate with chefs, dietitians, and clinical staff to plan nutritious, balanced menus that cater to diverse dietary needs. • Support initiatives to promote healthy eating and sustainability within the catering service. Compliance & Governance • Ensure full adherence to hospital policies, food safety regulations, and statutory requirements. • Maintain accurate records for audits, inspections, and performance monitoring. • Support accreditation processes and internal quality reviews.	

Job Dimensions

Staff Management:

Responsible for managing a catering team of 15-20 staff, including chefs, baristas, catering assistants, and supervisors. Ensures effective staffing levels across multiple outlets and shifts.

Financial Responsibility:

Accountable for the annual catering budget including food, beverage, labour, and overhead costs.

Achieved financial targets, cost control, and maximising income from the hospital restaurant and coffee shop.

Operational Scope:

Oversees the daily operation of the hospital's main restaurant, staff dining areas, and coffee shop(s), serving up to 1,500 meals and beverages per day.

Ensures services operate efficiently seven days a week, including early mornings, evenings, weekends, and bank holidays as required.

Customer Base:

Provides catering services to a wide range of customers, including hospital staff, visitors, patients, and contractors, ensuring high standards of service and satisfaction.

Compliance & Standards:

Ensures full compliance with statutory and organisational policies related to food hygiene, health & safety, allergen management, and infection control.

Responsible for maintaining catering areas to meet or exceed Environmental Health Officer (EHO) inspection standards.

Procurement & Suppliers:

Manages relationships with approved suppliers, overseeing procurement processes, stock control, and delivery management.

Works with procurement teams to review contracts and ensure best value and sustainability.

Reporting:

Provides regular operational and financial reports to the Head of Facilities.
Contributes to business planning, service development, and performance reviews.

Innovation & Service Development:

Identifies and implements initiatives to improve customer experience, increase revenue, reduce waste, and promote healthy, sustainable food options. Provide Trust wide and SCL professional management leadership and operational control to the following groups of staff:
All Retail Staff

The post holder will at times deputise during holidays and sickness for Catering Retail Manager at Darlington Memorial Hospital

Person Specification:

(Please state Essential (E) or Desirable (D))

Knowledge and Skills	Experience	Qualifications
Sound knowledge of food safety legislation, HACCP, and infection control standards E	Proven experience managing catering or hospitality operations within a multi-outlet or high-volume environment E	Level 3 qualification (or above) in Catering, Hospitality Management, or equivalent experience E
Understanding of NHS or healthcare catering standards (e.g. NHS Food Standards, CQUIN, PLACE) D	Experience working within a healthcare, hospital, or public sector setting D	Level 3 Food Safety and Hygiene Certificate E
Knowledge of sustainability and waste reduction in catering operations D	Experience in fiscal management, including budgeting, cost control, and forecasting E	Health & Safety qualification (e.g. IOSH Managing Safely) D
Strong leadership and team management skills E	Experience leading, training, and developing teams E	Management or Leadership qualification (e.g. ILM or equivalent) D
Excellent communication and people skills E	Experience in menu planning, including dietary and allergen management E	Allergen Awareness or HACCP certification D
Strong organisational and time management abilities E	Experience in supplier and contract management D	
Competent in Microsoft Office and catering management systems (EPOS, stock control, etc.) E		
Ability to analyse financial and performance data and make data-driven decisions E		
Creativity in menu and service development D		

Professional, customer-focused, and approachable	E		
Ability to work flexibly, including weekends and evenings as required	E		
Commitment to promoting healthy eating and sustainability	D		
Resilient and able to work under pressure in a busy environment	E		
Commitment to equality, diversity, and inclusion in the workplace	E		
Core Behaviours			
- Elevated level of integrity, openness, honesty, and reliability e.g. in handling and discussing confidential information. - To commit to delivering the actions in SCL and the Trust's Behaviours Framework - Working together for patients - Respect and Dignity - Commitment to quality of care - Compassion - Improving lives - Everyone counts.			



Trust
Behaviours.docx

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- Cs of Care – can show knowledge and understanding of promoting care, compassion, competence, communication, courage, and commitment within their role.

Leadership Behaviours

Provide leadership in promoting good governance through core behaviours
 Actively encourage culture of ideas and change

This Job Description is intended as a guide to the principal duties and responsibilities for the post and should not be considered an exhaustive list. It is subject to change in line with future development of the service.