

Job Description

Job Title:	Kitchen Supervisor	Grade:	Senior
Department:	Central Resources	DBS Required:	Enhanced
Reports To:	Facilities Manager	Location:	Harborne
Contract Type:	Permanent	Hours Per Week:	25

This job description is non-contractual and does not form part of your contract of employment. It is not intended to be exhaustive and is provided for guidance only. Due to changing nature and priorities, you will, from time to time, be required to undertake other responsibilities of a similar nature that fall within your capabilities. Focus retains the right to change the job description or job title at any time.

Management Responsibility

Direct Reports:	Catering Assistants
Indirect Reports:	Catering Volunteers
Budget Responsibility	No

Purpose of Role

To lead the day-to-day delivery of Focus Birmingham's kitchen and catering service, ensuring a safe, efficient and high-quality service for adults with complex needs attending the Day Centre. The role provides direct line management and leadership to the catering team, ensuring staff are effectively supervised, supported and developed. The post holder will work closely with operational teams to ensure the individual dietary and nutritional needs of the people we support are safely and consistently met, whilst maintaining high standards of compliance, continuous improvement and operational performance.

Key Outcomes of the Role

1. A safe, efficient and high-quality catering service is consistently delivered.

2. The dietary, nutritional and individual needs of the people we support are safely and consistently met.
3. Catering staff and volunteers are effectively supervised, supported and developed.
4. Food hygiene, allergen, health and safety and other required standards are consistently maintained.
5. Food ordering, stock, waste and catering resources are effectively managed.
6. Operational risks, compliance issues and service improvements are identified and effectively managed.
7. The people we support experience a positive, dignified and person-centred mealtime service.

Key Responsibilities

Team Leadership and Supervision

1. Provide day-to-day leadership, guidance and support to the catering team.
2. Use a coaching approach to develop, motivate and support staff performance, accountability and engagement.
3. Allocate duties, manage rotas and coordinate staffing resources to ensure effective service delivery.
4. Conduct regular supervision meetings, return-to-work discussions and performance conversations in line with organisational procedures.
5. Support the induction, training and ongoing development of catering staff and volunteers.
6. Address attendance, conduct, performance and wellbeing concerns appropriately, escalating where required.
7. Ensure organisational policies, procedures and expected standards are consistently understood and applied within the catering team.
8. Promote a positive, inclusive and collaborative team culture.
9. Lead by example, demonstrating professional standards and behaviours consistent with organisational values.

Catering Service Delivery

1. Lead the day-to-day operation of the kitchen and catering service.
2. Manage meal choices and food orders in line with attendance and service requirements.

3. Work closely with operational teams to ensure dietary, allergen, nutritional and other individual requirements are accurately understood and met.
4. Ensure specialist dietary requirements, including texture-modified meals, are appropriately managed where required.
5. Ensure high standards of food quality, presentation and portion control are maintained.
6. Manage stock levels, deliveries, supplier orders and catering supplies to support effective service delivery.
7. Monitor food waste and support the efficient use of catering resources.
8. Promote a positive mealtime experience that supports dignity, choice and independence.
9. Monitor service standards and identify opportunities for continuous improvement across catering operations.
10. Contribute to the development and review of kitchen procedures, schedules and working practices to improve quality, efficiency and compliance.

Food Safety, Health & Safety and Compliance

1. Ensure food hygiene, food safety, allergen, COSHH, infection control and health and safety requirements are consistently followed.
2. Ensure required food safety records, temperature checks, cleaning schedules and other documentation are accurately maintained.
3. Ensure food is stored, handled and rotated safely and appropriate controls are in place to prevent cross-contamination.
4. Monitor kitchen standards through regular checks and audits and take appropriate action where improvements are required.
5. Ensure accidents, incidents, hazards, equipment faults and compliance concerns are promptly reported, recorded and appropriately investigated, with actions identified and followed through to completion.
6. Identify, manage and escalate operational risks and compliance concerns appropriately.
7. Review audit findings and inspection outcomes, ensuring corrective actions and service improvements are completed within agreed timescales.
8. Maintain accurate operational, staffing, training and compliance records.
9. Support Environmental Health inspections and other relevant compliance activity.

10. Promote safe working practices and a positive food safety culture within the kitchen.
11. Work collaboratively with colleagues across departments to support operational continuity and effective service delivery.

Person Specification

Essential

- Level 2 Food Safety Certificate.
- Experience working within a catering environment.
- Demonstrable experience of formally managing or supervising staff, including supervision, attendance management, return-to-work discussions, performance management and conduct matters.
- Experience leading, motivating and developing staff and volunteers.
- Experience managing rotas, allocating workloads and coordinating day-to-day service delivery.
- Experience managing food orders, stock and supplies and maintaining accurate food safety records.
- Experience working with dietary requirements and allergen management.
- Good knowledge of food hygiene, HACCP, safe food handling and kitchen compliance requirements.
- Good understanding of health and safety, COSHH and infection prevention and control.
- Good IT skills, including Microsoft Office applications, with the ability to maintain records, audits, rotas and management documentation.
- Strong organisational, communication and problem-solving skills, with the ability to lead and work effectively as part of a team.

Desirable

- Level 3 Food Safety qualification.
- First Aid qualification.
- Experience within health or social care and/or supporting people with disabilities or additional needs
- Knowledge of the IDDSI Framework and texture-modified diets.
- Allergen Awareness Training and IDDSI Training.
- Experience supporting Environmental Health inspections or other compliance processes.
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- Experience monitoring food waste, catering costs or budgets.

Standard Requirements of all positions

All employees are expected to:

1. Be flexible in their duties and responsibilities and may be asked to perform other duties which reasonably correspond to the general character of their job and level of responsibility.
2. Promote and safeguard the welfare of adults and children at risk
3. Maintain confidentiality of data and information that is sensitive to the Organisation, in line with policy and GDPR
4. Maintain personal and professional development activities to meet the changing demands of their role
5. Adhere to all Focus policies
6. Take a proactive approach to managing their own and others Health and Safety in line with requirements and Focus procedures.

Equality, Diversity and Inclusion

At Focus Birmingham, we are committed to equality, diversity and inclusion. We value the unique experiences, perspectives and strengths that people bring and believe this makes our organisation stronger. We welcome applications from people of all backgrounds and are committed to creating a workplace where everyone feels respected, included and able to thrive.