



Catering Supervisor (Permanent, Full Time)

Particulars of Office

- 1.** The appointment is Permanent whole time and pensionable.
- 2. Salary**
Remuneration is in accordance with the salary scale approved by the Department of Health current scale.
- 3. Superannuation**
The terms of the Voluntary Hospitals Superannuation Scheme and the Voluntary Hospitals Spouses and Children's Scheme or the Single Public Service Pension Scheme will apply to the position. Superannuation contributions at the appropriate rate will be payable in accordance with the provisions of these schemes.
- 4. Duties**
The Catering Supervisor will perform such duties as are outlined in the attached Job Description.
- 5. Hours of Work**
The normal hours of work associated with the post are 39 hours per week usually discharged between the hours of 7.00am to 8.00pm on a Monday to Sunday basis. The appointee may be required to attend at such other times as are required for the proper discharge of duties including attendance outside normal working hours.
- 6. Probation**
The successful candidate will be appointed initially for a probationary period of 6 months. During the probationary period, progress or otherwise will be monitored and at the end of the period, the service will be;
 - a) Certified as satisfactory and confirmed in writing.
 - b) In certain circumstances this period may be extended and, in such case, you will be advised in writing of this and the duration of the extension.
- 7. Retirement**
No age restrictions shall apply to a candidate except where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation (Miscellaneous Provisions) Act, 2004). In this case the candidate must be under 70 years of age on the 1st day of the month at which the latest date for receiving completed application forms for the office occurs. Continued employment is conditional upon capacity and conduct of the employee.

8. Annual leave

Annual leave and public holidays are granted in accordance with the provision of the Organisation of Working Time Act. 1997. Your annual leave entitlement will be advised to you by the Human Resources Department in your contract of employment. Annual Leave may be based on a number of factors such as grade, years of service and whole-time equivalency.

9. Sick Leave

Payment of salary during illness will be in accordance with arrangements as approved from time to time by the Department of Health.

10. Termination of office

The employment may be terminated at any time by two month's notice on either side except where circumstances are dictated by the Minimum Notice and Terms of Employment Act 1973/77. The Management's right under this paragraph shall not be exercised save in circumstances where the Management is of the opinion that the holder of the office has failed to perform satisfactorily the duties of the post or has misconducted himself/herself in relation to the post or is otherwise unfit to hold the appointment.

11. Garda Vetting Checks

Arrangements have been introduced, on a national level, for the provision of Garda Vetting Checks in respect of candidates for employment in areas of the Health Service, where it is envisaged that potential employees would have substantial access to children or vulnerable adults in the course of their duties. Garda vetting is done for the protection of these groups, and the National Rehabilitation Hospital reserves the right to revert employees at any future point, as deemed appropriate by Hospital Management.

12. Confidentiality

In the course of your employment, you may have access to or hear information concerning the medical or personal affairs of patients and/or staff, or other health services business. Such records and information are strictly confidential and unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other health service business be divulged or discussed except in the performance of normal duty. In addition, records must never be left in such a manner that unauthorised person can obtain access to them and must be kept in safe custody when no longer required.

13. 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 the National Rehabilitation 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.

14. 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.

15. Disability Census

As part of the NRH's commitment to supporting the employment of people with disabilities and to comply with the requirements of the Disability Act 2005, all staff are required to inform the Director of Human Resources Ms. Olive Keenan, of any personal disabilities. This information is only requested in the event that appropriate arrangements must be put in place during the course of one's employment and will be stored in compliance with Data Protection Legislation.

16. HR Department Privacy / GDPR Policy

In order to carry out its administrative functions the Human Resource Department in the National Rehabilitation Hospital collects and processes personal data relating to individuals, which includes the job applicants and staff of the Hospital. The Human Resources Department takes the confidentiality of all personal data seriously and consequently takes all necessary steps to comply with data protection legislation including the GDPR. The Human Resource Department collects personal data only in order to meet specific lawful purposes and will retain that data only for so long as necessary. We also ensure that all reasonable technical and organisational security measures are in place to safeguard personal data.

Ordinarily, the Human Resource Department will not pass personal data to any third party except where required by law, or under statutory obligations, or to fulfil a contract of employment or for other legitimate purposes as balanced against the rights and interests of the Data Subject. If you have any concerns about how your personal data is processed, you may contact our Data Protection Officer (dpo@nrh.ie). Please refer to the National Rehabilitation Hospital Human Resources Privacy Policy Document for more information. The Policy Document is available on request from the Human Resources Department.



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1. Qualifications

The candidate must, on the latest date for receiving completed application forms for the office, possess:

- Course in Food Hygiene
- Passed Leaving Certificate or Passed exam of comparable standard at 2nd level
- A Minimum of 4 years in Catering.
- Ability to follow instruction, guidance, and policies.
- Ability to communicate effectively, maintain good communications and maintain positive employee relationships.
- Awareness of importance of Health & Safety /Hygiene in a Hospital setting

Advantageous:

- QQI Leadership (Supervisory Mgt & Leadership) L6 Or Certificate in Hotel and Catering Supervisory
- Course in Health HACCP Management training from a recognized training provider e.g. NHP Management of Food Hygiene or QQI Level 6.
- At least two year's satisfactory supervisory experience in a catering institution
- Computer skills
- Ability to supervise a large number of staff.
- Ability to guide change processes in a positive and innovative way.
- Ability to deal with grievances in accordance with organisational policy.

2. Health

Candidates or any person holding the office must be free from any medical condition which would render them unsuitable to hold the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

For the purposes of satisfying the requirements as to health, it will be necessary for each successful candidate before he/she is appointed to undergo a medical examination by a qualified medical practitioner to be nominated by the Chief Executive or designated officer. Any irregularities reported as a result of this examination which render the incumbent unsuitable for the post must be remedied / addressed before appointment.

Health Promotion – The Hospital is committed to promoting healthy lifestyles for both patients and staff. Staff are expected to participate in initiatives to support better health and well-being in line with the Hospital objectives.

3. Character

Candidates for and any person holding the office must be of good character.



Catering Supervisor (Permanent, Full time)

Title: Catering Supervisor

Purpose of the Position: The person appointed will be involved in the day-to-day supervision and operations of Catering and Laundry 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. Responsible for the supervision of catering staff and laundry staff and for ensuring that the Catering facilities and equipment are kept in a clean, hygienic state which meets all statutory requirements.

Accountable to: Catering Manager

Liaison / Communication: Deputy Catering Managers
Catering staff at all levels and Chefs
Dieticians
Customers, (Patients, Hospital staff, Student, Volunteers, Visitors)
Other Staff within the Hospital Campus



Catering Supervisor (Permanent, Full time)

JOB DESCRIPTION

Overview of the Role

- The catering supervisor will be accountable for 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.
 - Regulation (EC) 852/2004 on Hygiene of Foodstuffs as amended.
 - Regulation (EU) No 1169/2011 on provision of Food Information to consumers
 - HACCP/Regulatory compliance
 - Hygiene guidelines
 - Hospital policy.
 - Health & Safety
- Excellent knowledge of Food Hygiene Regulations, HACCP and Health and Safety at Work legislation and ensuring any policies and procedures in relation to these areas are available to staff and adhered to at all times.
- They will maintain communication with the catering manager and other members of the catering department.
- They will ensure a high standard of service is delivered to patients, staff and visitors and the quality of food meets dietary and nutritional requirements.
- Ensure that a safe environment is maintained for staff and visitors in compliance with Health and Safety requirements and best practice.
- Being responsible for the day-to-day security of the work area to which assigned, with particular awareness of fire regulations and security arrangements.
- Keep up to date with all relevant mandatory training for staff working in the department.
- Supervise staff to ensure high standards are met and maintained and departmental objectives and goals are understood by all and achieved.
- Maintain a high level of food quality and service to patients, staff, and visitors.
- Supervision of Kitchen Staff, dealing with matters that may arise and bringing these, as appropriate, to the attention of the catering officer.
- Allocating duties as appropriate and distributing workload to maximise efficiency.
- Advising the Catering Officer of staff absenteeism or alterations to agreed rosters.

- Liaising with Catering Officers, in relation to all aspects of catering services provided to patients, staff and visitors.
- Liaising with the Executive Chef/Senior Chef in ensuring kitchen needs are met.

ACCOUNTABILITY, DUTIES AND RESPONSIBILITIES

Specific Accountability

1. Report to and be accountable to the Catering Manager in all matters relating to the catering department and laundry.
2. Day to day management of the catering operations.
3. Ensuring all HACCP and food safety standards are met and that all documentation is up to date.
4. Bringing forth innovative ideas to increase the quality and food safety standards of the catering department.
5. Reporting to the Assistant Catering Manager and Head Chef regarding any issues.
6. Training in new staff members.
7. Be proficient in good customer service involving the knowledge of products offered by the catering department and the ability to substitute items for customers and the willingness to keep customers happy.

Outline of Duties and Responsibilities

Supervision of Staff:

- Ensuring in conjunction with the Catering Officer that there is sufficient staff available each day on all shifts in order to provide required standards of services to patients, staff and visitors.
- Assisting the Catering Officer in dealing with staff welfare and grievances/disciplinary issues where necessary.
- Maintaining good communications within the department and encouraging good employee relations.
- To actively participate and co-operate fully with quality training programmes such as food hygiene courses, customer care, and any other programmes pertaining to your duties
- To comply with statutory/organisational and on Job Training
- Recording day-to-day inventory pertaining to goods received and issued.
- Assisting with various stock control and stock ordering duties.
- Requisitioning and managing supplies and ensuring that economy is exercised in the use of all resources
- Dealing with daily queries relating to the catering services provided to patients, staff and visitors, keeping the Catering Officer fully informed.
- Operating computer equipment and/or other pertaining to the catering service.
- Answering telephones or bleeps in a courteous and professional manner.
- To report to management immediately any accidents, incidents, fire, obvious hazards, stock loss, damage, unfit food and take such action as may be appropriate.
- Any other duties as may be assigned from time to time in the catering department.

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.

HACCP and Hygiene:

- 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
- Daily checking that all areas are maintained in a hygienic condition, monitoring that all cleaning schedules are complete and records are held.
- 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 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.
- Ensure the food service and customer service to patients, staff and visitors is of a high standard and in line with legislative requirements.
- Maintain a high standard for hygiene, both operational and personal
- To ensure good communication within the catering department via meetings, debriefings, and other appropriate channels.
- To carry out staff performance/staff reviews/work assessments as required and ensure appropriate records are maintained.
- Ensure all information on staff in the department is maintained in an orderly and confidential manner and appropriate departments in the organization are informed on issues if required.
- Participate in training (mandatory and CPD) when required.
- Register and take cash when required and ensure cash handling procedures are correct and documentation is maintained.
- Assist in the development and integration of quality assured systems and accreditation for catering services.
- Ensure complaints are dealt with promptly and maintain appropriate records.
- Assist in preparation of documentation and reports on any assigned aspect of the catering service.
- Be familiar with the organizational policies, practices and procedures in the workplace
- Ensure and observe safe methods of work in line with legislative requirements (Health, Safety & Welfare at Work Act 2005) and record and report accidents and unsafe conditions.

Patient Safety & Quality

The NRH prioritises the delivery of quality and safe patient care under HIQA and other quality standards. It is the responsibility of all staff at all levels to ensure that the highest level of quality

Reviewed by Catering Manager and Executive Head Chef May 2026

services required for each patient is maintained. If you have a concern regarding any issue of patient safety and well-being, please bring this to the immediate attention of your manager.

Quality and Patient Safety supports the Health Service to deliver high quality and safe services to patients and service users. The post-holder is responsible and accountable to deliver a quality service that ensures patient safety. The post holder will work within a risk management framework that complies with the Health Information and Quality Authority (HIQA) National Standards and other quality standards as appropriate.

The extent of speed and change in the delivery of health care is such that adaptability is essential for all staff. The post-holder will be required to maintain, develop, and enhance the necessary professional knowledge, skills and aptitudes required to respond to a changing situation.

This job description does not contain an exhaustive list of duties, and the post holder may be required to undertake additional responsibilities. It will be reviewed from time to time in order to adapt and develop the role, according to service needs and Hospital policies.

I agree that this position description clearly outlines the specific responsibilities and duties that are to be carried out as part of this role. I also understand that these represent the minimum requirements to perform the duties at the current level.

To be signed by the post holder

Employee Name: _____

Line Manager Name: _____

Employee Signature: _____

Manager's Signature: _____

Date: _____

Date: _____