



**Catering Supervisor (Maoirseoir Lónadóireachta)**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | **Catering Supervisor (Maoirseoir Lónadóireachta)**  *(Grade Code: 4022)* |
| **Remuneration** | The salary scale for the post (as at 01/08/2025) is:  €41,117 - €42,190 - €43,335 - €44,433 - €45,608 - €46,817 - €48,064  New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Campaign Reference** | SLIGO 0587 |
| **Closing Date** | 12 noon Thursday 21st August 2025  **Applications accepted only via Rezoomo on the link below:**  <https://www.rezoomo.com/job/83414/>  \*\*CV’S ARE NOT ACCEPTED FOR THIS POST\*\* |
| **Proposed Interview Date (s)** | Interviews will be scheduled as soon as possible after the closing date.  Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | Sligo University Hospital (Ospidéal Ollscoile Shligigh)  There is currently one permanent whole-time vacancy available in Sligo University Hospital  A panel may be formed as a result of this campaign for Catering Supervisor from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled throughout Sligo University Hospital / Our Lady’s Hospital Manorhamilton. |
| **Informal Enquiries** | We welcome enquiries about the role.  Contact:  Name: Anne Marie McGovern  Job Title: Catering Manager, Sligo University Hospital  Tel: 071 91 11111 Ext - 74501 / 0874526599  for further information about the role.  Contact:  Name: Aisling Watters  Job Title: Assistant Staff Officer, HR Department, Sligo University Hospital  Tel: 071 9180347  Email: [aisling.watters@hse.ie](mailto:aisling.watters@hse.ie)  for enquiries relating to the recruitment process. |
| **Details of Service** | The Catering Department at Sligo University Hospital is responsible for the preparation, cooking and service of food for all service users, staff and visitors and achieving excellence in both food quality and service.  The HSE West and North West region provides acute and specialist hospital and community services to the West and North West of Ireland – counties Galway, Mayo, Roscommon, Sligo, Leitrim, Donegal and adjoining counties.  The region comprises of 7 hospitals across 8 sites:   * [Letterkenny University Hospital (LUH)](https://saolta.ie/hospital/letterkenny-university-hospital) * [Mayo University Hospital (MUH)](https://saolta.ie/hospital/mayo-university-hospital) * [Portiuncula University Hospital (PUH)](https://saolta.ie/hospital/portiuncula-university-hospital) * [Roscommon University Hospital (RUH)](https://saolta.ie/hospital/Roscommon%20University%20Hospital) * [Sligo University Hospital (SUH)](https://saolta.ie/hospital/sligo-university-hospital) incorporating Our Lady’s Hospital Manorhamilton (OLHM) * Galway University Hospitals (GUH) incorporating [University Hospital Galway (UHG)](https://saolta.ie/hospital/university-hospital-galway) and Merlin Park University Hospital   The region’s Academic Partner is NUI Galway.  The region covers one third of the land mass of Ireland, it provides health care to a population of 830,000, employs over 20,000 staff  **Vision**  Our vision is to be a leading academic Hospital providing excellent integrated patient-centred care delivered by skilled caring staff.  **HSE Guiding Principles**  Care - Compassion - Trust – Learning  Our guiding principles are to work in partnership with patients and other healthcare providers across the continuum of care to:   * Deliver high quality, safe, timely and equitable patient care by developing and ensuring sustainable clinical services to meet the needs of our population. * Deliver integrated services across the Hospitals and communities, with clear lines of responsibility, accountability and authority, whilst maintaining individual hospital site integrity. * Continue to develop and improve our clinical services supported by education, research and innovation, in partnership with NUI Galway and other academic partners. * Recruit, retain and develop highly-skilled multidisciplinary teams through support, engagement and empowerment. |
| **Reporting Relationship** | The Catering Supervisor will report to the Catering Manager, **Catering Officer** or other delegated nominee. |
| **Purpose of the Post** | To support the Catering Management Team in the operational management of an efficient, quality driven Catering Service to patients, public and staff at Sligo University Hospital which complies with relevant Standards including- HACCP, Infection Prevention & Control (IPC) Hygiene Standards as delineated in Safer Better Hospital Standards (HIQA2012), National Standards for Hospital Cleaning (N.H.O. 2009), Health & Safety standards and HIQA Nutritional and Hydration Standards. |
| **Principal Duties and Responsibilities** | The Catering Supervisor is responsible for supervising staff, completing staff rosters, managing resources, maintaining records, and adhering to relevant policies and procedures. The supervisor plays a key role in staff training, the development, and performance management of catering staff. The person holding this post is required to support the principle that the care of the patient comes first at all times, and will approach their work with the flexibility and enthusiasm necessary to make this principle a reality for every patient to the greatest possible degree. Performance management systems are part of role, and the successful candidate will be required to participate in the Group’s performance management programme.  **The Catering Supervisor will be responsible for:**  **Line Management**   * The supervision and day to day line management of catering attendants ensuring high standards are achieved throughout and dealing with any issues as they arise. * Rostering of catering staff in keeping with the needs of wards/service areas to maintain seamless, quality driven patient services and central catering canteen facilities. * Record, monitor and approve staff leave and arrange leave cover as required for catering services. * Keep necessary records ie., rosters, training records, incident reports, control data, staff files, administrative records etc. * Support SAP time entries for the prompt payment of salary returns for relevant staff. * Ensure adherence to all relevant HSE and hospital policies/procedures e.g. Trust in Care, Dignity at Work, Infection Control, Smoking etc. * Ensure all mandatory and other training is completed in the correct timeframe and training records are maintained * Participate as required in the recruitment of catering staff. * Manage staff absenteeism, and carry out return to work interviews in keeping with the HSE Managing Attendance policy * Complete ongoing audits and reviews of catering services and implement changes as required to improve services. * Monitor wards/department ensuring cleaning schedules are being carried out according to relevant standards, and SOP’s, and that checklists are completed. * Support the development and ongoing review of an up-to-date Health and Safety risk assessments within the catering department * Carry out regular scheduled maintenance checks and ensure the timely reporting of maintenance issues in keeping with procedures * Contribute to investigations and reports of relevant complaints/incidents. * Order, issue and control cleaning and catering equipment, supplies and other related items. * Ensure the efficient and economical use of resources. * Hold regular scheduled meetings with staff.   **Quality**   * Ensure every patient receive the correct meals, snacks and beverages/ refreshments in accordance with agreed standards and International Dysphagia Diet Standardisation Initiative (IDDSI) guidelines. * Monitor food presentation during the mealtimes to ensure standards of service are maintained Ensure catering assistants adhere to the SOP’s and policies in relation to food handling and food safety SOP’s and guidelines. * Ensure Catering Assistants wear the correct PPE and comply with Uniform and personal hygiene policy. Ensure the principles of HACCP are maintained and checked, all tasks documentation completed and signed off and address any issues identified. * Ensure all user feedback relayed to the Catering Manager. * Be aware of patient complaint procedure and comply with same – ensure complaints are dealt with correctly. * Support the development and implementation of policies and procedures and guidelines for the department and ensure staff uphold standards and adhere to relevant policies and procedures * Liaise with user groups on the compilation of menus and the provision of services. * Be aware of modern developments in the industry and to assist in their introduction where necessary and changes in food trends with a view to maximising sales * 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. * To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service. * Maintaining the cleanliness and good order of area of assignment and associated areas to the highest possible standard in line with hospital and HSE policy. * Be fully aware and where applicable, identify and introduce new initiatives and bring fresh thinking and endorse new initiatives for the support services and the hospital   **Resource Management**  *The Catering Supervisor will:*   * Exercise budgetary/stock control in all areas delegated in this regard. * Ensure efficient and effective use of all resources (staff and non-staff). * Participate in the preparation of business plans. * Support and advise the Catering manager and Catering officer of new stock/resource requirements. * Liaise with Heads of departments in relation to catering needs and feedback to line manager to agree changes etc. * Support the ordering and requisitioning of foodstuffs and materials for the efficient operation of the department * Assist with special functions as required   **Professional Knowledge**  *The Catering Supervisor will:*  **Standards, policies, procedures & legislation**   * Have a working knowledge of HACCP, the Health Information and Quality Authority (HIQA) Standards, Health and Safety 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 * Be a key driver of HACCP standards, HIQA Environmental Hygiene Standards and Food and Nutrition Standards and IDDSI guidelines. * Oversee, audit and supervise standards to ensure the fabric, fixtures and fittings of the building and standards of food delivery and service are being maintained. * Contribute to the health and wellness of patients by complying with food safety protocols and cleaning procedures which will control harmful organisms and help prevent the spread of infection. * Proactively communicate with wards/departments in relation to provision of catering services. * Ensure that hospital uniform policy is adhered to and that staff present themselves suitably for work. * Carry out regular audits and develop action plans in relation to catering services. * Represent catering services through participation in relevant committees. * Foster and support a quality improvement culture throughout area of responsibility. * Promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service. * Be aware of patient complaint procedures and comply with same. * Efficient and economical use of materials and equipment * Ensure Cash Handling policies and procedures are adhered to. * Record keeping in line with hospital, HSE policy and legislative requirements * Operating of computer system - Operating and programming a Cash Register * The identification and development of Key Performance Indicators (KPIs) which are congruent with the Hospital’s service plan targets. * The development of Action Plans to address KPI targets. * Driving and promoting a Performance Management culture. * The management and delivery of KPIs as a routine and core business objective.   **Risk Management, Infection Control, Hygiene Services and Health & Safety**  The management of Risk, Infection Control, Hygiene Services and Health & Safety is the responsibility of everyone and will be achieved within a progressive, honest and open environment.   * The post holder must be familiar with the necessary education, training and support to enable them to meet this responsibility. * The post holder has a duty to familiarise themselves with the relevant Organisational Policies, Procedures & Standards and attend training as appropriate in the following areas: * Continuous Quality Improvement Initiatives * Document Control Information Management Systems * Risk Management Strategy and Policies * Hygiene Related Policies, Procedures and Standards * Decontamination Code of Practice * Infection Control Policies * Safety Statement, Health & Safety Policies and Fire Procedure * Data Protection and confidentiality Policies * HACCP standards, HIQA Hygiene and Oral Nutrition and Hydration Standards   **Communication and Interpersonal Skills**  *The Catering Supervisor will:*   * Develop and establish effective communications processes within the hospital. * Foster close working relationships and teamwork within and across support services * Liaise with line managers and establish systems to support managing the service in accordance with Health and Safety legislation guidelines, prevention and control of infection, national hygiene and decontamination standards.   **PLEASE NOTE THE FOLLOWING GENERAL CONDITIONS**   * Employees must attend fire lectures annually and must observe fire orders. * All accidents within the Department must be reported immediately. * Infection Control Policies must be adhered to. * In line with the Safety, Health and Welfare at Work Act, 2005 all staff must comply with all safety regulations and audits. * In line with the Public Health (Tobacco) (Amendment) Act 2004, smoking within the Hospital Building is not permitted. * Hospital uniform code must be adhered to. * Provide information that meets the need of Senior Management.   **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.** |
| **Eligibility Criteria**  **Qualifications and/ or experience** | **Candidates must at the latest date for receipt of completed applications for this post possess:**   * 1. **Professional Qualifications, Experience etc.**   Have completed second level education to Leaving Certificate level or possess an equivalent qualification from another jurisdiction  **Or**  Have completed a post Leaving Certificate award to minimum standard of QQI Level 5  **Or**  Have completed a programme to minimum standard of QQI Level 5 Supervision/Management  **And**  Have at least three years’ satisfactory experience working within a catering environment.  **And**  Possess a high standard of professional knowledge and ability (including a high standard of suitability) for the proper discharge of the duties of the office  **Age**  Age restriction shall only apply to a candidate where s/he is not classified as a new entrant (within the meaning of the Public Service Superannuation (Miscellaneous Provisions) Act, 2004). A candidate who is not classified as a new entrant must be under 65 years of age on the first day of the month in which the latest date for receiving completed application forms for the office occurs.  **Health**  A candidate 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**  Each candidate for and any person holding the office must be of good character. |
| **Post Specific Requirements** | * Demonstrate depth and breadth of experience in ability to lead, motivate, and manage a team effectively |
| **Other requirements specific to the post** | * The post-holder is required to work unsocial hours including 5 evenings and week-end in keeping with service need. |
| **Additional eligibility requirements:** | **Citizenship Requirements**  Eligible candidates must be:   1. EEA, Swiss, or British citizens   **OR**   1. Non-European Economic Area citizens with permission to reside and work in the State   Read Appendix 2 of the Additional Campaign Information for further information on accepted Stamps for Non-EEA citizens resident in the State, including those with refugee status.  To qualify candidates must be eligible by the closing date of the campaign. |
| **Skills, Competencies and/or Knowledge** | **Professional Knowledge & Experience**  Demonstrates knowledge and experience relevant to the role as per the duties and responsibilities, eligibility criteria and post specific requirements of the role:   * Knowledge of HACCP, HIQA and Health and Safety * Knowledge of catering operational planning and implementation * Knowledge of special diets, menu planning and the IDDSI Framework * Demonstrate an awareness of relevant legislation and HSE policies e.g. health and safety, infection control * Demonstrate knowledge/experience of Employment legislation to supervise staff. * Demonstrate evidence of computer skills including use of Microsoft Word, Excel, and email. * Demonstrates knowledge and experience relevant to the role as per the duties & responsibilities, eligibility criteria and post specific requirements of the role. * Demonstrate commitment to developing own professional knowledge and expertise.   **Planning and Managing Resources**  For example:   * Demonstrate the ability to plan and manage own workload effectively and that of others in an effective manner to ensure deadlines are met and quality services delivery. * Demonstrates responsibility and accountability for the timely delivery of agreed objectives. * Demonstrate evidence of effective planning and organising skills including awareness of Rostering, resource management and f value for money. * Demonstrates the ability to proactively manage issues and manage competing priorities and take appropriate action to ensure service standards are no affected * Demonstrates the ability to prioritise tasks appropriately and delegate appropriately. * Demonstrates flexibility and adaptability in response to workforce demands.   **Team and Leadership**  For example:   * Demonstrate an ability to work as part of the team in establishing a shared sense of purpose and unity. * The ability to work with the team to facilitate high performance, developing clear and realistic objectives. * Demonstrates leadership; creating a team spirit, leading by example, coaching and supporting individuals to facilitate high performance and staff development. * Demonstrate a commitment to promoting a culture of involvement and consultation within the team, welcoming contributions from others.   **Commitment to a Quality Service & Customer Focus**  For example:   * Practices and promotes a strong focus on delivering high quality customer service for internal and external customers and an awareness and appreciation of the service user. * Proactively identifies areas for improvement and develops practical solutions for their implementation. * Embraces and promotes the change agenda, supporting others through change and effectively seeing it through. * Demonstrate flexibility and initiative during challenging times and an ability to persevere despite setbacks. * Demonstrate flexibility and initiative during challenging times and an ability to persevere despite setbacks   **Communications & Interpersonal Skills**   * Demonstrate excellent communication and interpersonal skills including the ability to present information in a clear, concise and confident manner (verbally and written). * Demonstrate the ability to influence people and events and the ability to build and maintain relationships with a variety of stakeholders to assist in performing the role * Demonstrate commitment to regular two-way communication across functions and levels, ensuring that messages are clearly understood. * Demonstrates a high level of interpersonal skills including negotiation skills, conflict resolution and the ability to build and maintain positive working relationships. * Demonstrate ability to communicate effectively with a diverse range of individuals. |
| **Campaign Specific Selection Process**  **Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements.  Failure to include information regarding these requirements may result in you not progressing to the next stage of the selection process.  Those successful at the ranking stage of this process, where applied, will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commissioners for Public Service Appointments (CPSA). The Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Code also specifies the responsibilities placed on candidates, feedback facilities for applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice. Additional information on the HSE’s review process is available in the document posted with each vacancy entitled “Code of Practice, Information For Candidates”.  Codes of practice are published by the CPSA and are available on [www.careersinhealthcare.ie](http://www.careersinhealthcare.ie) in the document posted with each vacancy entitled “Code of Practice, information for candidates or on [www.cpsa-online.ie](http://www.cpsa-online.ie). |
| The reform programme outlined for the health services may impact on this role, and as structures change the Job Specification may be reviewed.  This Job Specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. | |

**Catering Supervisor**

**Terms and Conditions of Employment**

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| **Tenure** | The current vacancy available is permanent and whole time.  The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage.  Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Working Week** | The standard weekly working hours of attendance for your grade are 39 hours per week. Your normal weekly working hours are 39 hours. Contracted hours that are less than the standard weekly working hours for your grade will be paid pro rata to the full time equivalent. |
| **Annual Leave** | The annual leave associated with the post will be confirmed at Contracting stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004 |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.  ***\* Public Servants not affected by this legislation:***  Public servants joining the public service or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.  Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies.  Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.  Visit [HSE Children First](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/) for further information, guidance and resources. |
| **Infection Control** | Have a working knowledge of 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. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS).  Key responsibilities include:   * Developing a SSSS for the department/service[[1]](#footnote-2), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work. * Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection. * Consulting and communicating with staff and safety representatives on OSH matters. * Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee. * Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-3). * Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate. * Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.   **Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS. |

1. A template SSSS and guidelines are available on [writing your site or service safety statement](https://healthservice.hse.ie/staff/health-and-safety/safety-statement/).

   2 Structures and processes for effective [incident management](https://www2.healthservice.hse.ie/organisation/qps-incident-management/incident-management/) and review of incidents. [↑](#footnote-ref-2)
2. [↑](#footnote-ref-3)