COOK - COOK FREEZE
PRODUCTION UNIT
Facilities Catering
Royal Alexandra Hospital

Job Reference:  0000047101G
Closing Date:  12 May 2017

www.nhsggc.org.uk
Dear applicant,

Thank you for your interest in this post and for taking the time to read this information pack. We hope this exciting and rewarding role catches your imagination and that you are encouraged to apply.

As the largest Health Board in Scotland, NHS Greater Glasgow and Clyde plays a vital role in the education and training of doctors, nurses and other health professionals, working closely with local universities and colleges. It also provides the full range of community hospital services. The Board has an annual turnover of £3.2 billion per year. It serves a population of 1.2 million people and employs 39,000 staff.

Along with many NHS providers, the Board must respond vigorously to operational, quality and financial challenges in order to continue to improve outcomes for, and the experience of, our patients and the communities we serve. The Board is a large organisation operating in an increasingly tough environment. Building enduring relationships with our partners is vital to continue to drive the changes we are making. Effective communication and productive dialogue is challenged by the spread of the organisation’s sites and stakeholders over a wide geographical area, as well as the variety and large number of partners we work with. The Board is managing these challenges and has developed a positive platform to continue to improve towards excellence.

To drive forward these improvements the Board must have the ability to make tough decisions at a time of change. The next step in the Board’s journey is essential: to build and deliver a strategy that will engage the workforce and public in changing for the future to provide sustainable healthcare services, further embed a culture of innovation and meet the demands and exceed the expectations of our patients.

The following is included in this information pack to help you with your application:

- Job description
- Person specification
- A summary of the terms and conditions for the post
- The application process
- Guidance for completing your application form
- Working for NHS Greater Glasgow and Clyde

If you have a disability or long-term health problem, the Board is committed to offering reasonable adjustments throughout the recruitment process and employment. If you require further information or support, please contact Recruitment Services.

We very much look forward to receiving your application.

Recruitment Services
1. JOB IDENTIFICATION

Job Title: Team Leader – Central Production Unit
Department(s): Facilities Catering

2. JOB PURPOSE

Responsible for the day to day co-ordination and supervision of a number of Central Production Unit (CPU) ‘core functions’ ensuring the smooth running of operations, adhering to productivity scheduling and maintaining consistently high standards of quality. Core functions are supported by 4 main teams – Production; Hygiene; Portioning, Packing & Freezing and Goods In/Issue. The post holder will act as Team Leader for all of the 4 core functions on a rotational basis, with day to day responsibility for one designated team. The Central Production Unit will support the patient meal provision requirements of a number of external hospital sites. The post holder will support the Team Manager by effective supervision, training & development of CPU staff. The post holder will have responsibility for maintaining the highest standards of food and environmental hygiene throughout the CPU and associated areas.

3. ORGANISATIONAL POSITION

![Organizational Diagram]

4. SCOPE AND RANGE

- Co-ordinating, supervising and participating in the provision of main meal components for local and external hospital sites.
- Ensuring all teams supervised adhere to productivity schedules as provided by the CPU Team Manager.
- Co-ordinating, supervising and participating in the provision and/or production of local supplementary
- Co-ordinating, supervising and participating in the provision of patient therapeutic dietary requirements for local and external sites.
- Supporting all commodity ordering by participating in stock taking routines and advising of all goods replenishment requirements.
- Responsible for maintaining the highest levels of production quality and consistency.
- Operating within financial parameters approved by the Team Manager in relation to ordering of supplies.
- Providing technical advice, training & guidance to catering staff.
- Day to day supervision and supporting the training and development requirements of CPU staff.
- Responsible for maintaining the highest standards associated with food and environmental hygiene standards in compliance with all legislative standards and Board policy.
- Participate fully in all aspects of environmental cleaning, ensuring in particular that all staff within the team supervised adopt a similar approach.

### 5. MAIN DUTIES/RESPONSIBILITIES

- Day to day supervision of a designated team of staff within the CPU.
- Supervise a team supporting the day to day meal components production activity in association with a daily production schedule provided by the Team Manager.
- Participate in meal components production activity as required.
- Supervise a team supporting the overall CPU environmental hygiene activity ensuring compliance with standards provided by the Team Manager.
- Participate with cleaning duties/activity.
- Supervise a team supporting the meal components portioning, packaging, labelling and blast chilling/freezing ensuring compliance with productivity scheduling provided by the Team Manager.
- Participate in packaging/portioning duties as required.
- Supervise a team supporting the goods in and goods out/distribution functions ensuring compliance with standards provided by the Team Manager.
- Participate in range of goods in/out duties as required
- Support the Team Manager to achieve compliance with local and national standards criteria utilising a range of audit & assessment tools.
- Allocate work and work schedules to team staff – production, packaging, hygiene and goods.
- Ensure consistent application of standard recipes utilising agreed methodologies.
- Monitor and record the level of food waste and minimise wherever possible.
- Check meals throughout the production process for quality, quantity, taste and appearance
- Ensure all food is received, stored, prepared, cooked and dispatched within temperature ranges as prescribed in departmental H.A.C.C.P system
- Ensure maintenance, completion and verification of departmental H.A.C.C.P system records
- Ensure stock rotation process is adhere to.
- Maintain & monitor COSHH & Risk Assessments
- Ensure staff maintain high standards of personal and general food hygiene
- Ensure all CPU related equipment is used by all staff with respect and cleaning & maintenance schedules are regularly monitored ensuring all equipment is maintained in optimum condition.
- Report any equipment/mechanical faults to Estates Department.
- Ensure staff use equipment only as instructed
- Ensure all statutory and Board procedures are followed
- Undertake a range of administrative functions associated with the overall service
- Support the compilation of payroll information as required
- Support the Team Manager with arranging cover for staff absence and managing and monitoring staff sickness absence
- Support the Team Manager with staff PDP processes
- Counsel staff re work performance and document as appropriate.
- Carry out induction training and thereafter ongoing work based training as required
- Respond effectively to patient and staff comments and complaints
- Support the Team Manager by contributing to recipe and menu development and also increasing
6. SYSTEMS AND EQUIPMENT

The post holder will be required to have a working knowledge of the following systems:

- HACCP system
- Menumark
- Health and Safety at work 1974 – COSHH
- Regulation (EC) 852/2004 Hygiene of Foodstuffs
- Specialist catering equipment – e.g. Blast Freezers, Temperature Management Systems
- Floor Cleaning Machines
- Slicing Machines
- Food preparation machines including: oven, deep fat fryer
- Meal container sealing machines
- Label printers
- Food Safety Manuals
- Health & Safety Control Book
- Dish Washing Machine
- High Pressure Washer
- Meals Regeneration Trolleys
- Refrigerators and Freezers
- Waste Disposal Systems
- Food Hygiene (Scotland) Regulations 2006
- PC and associated standard applications

7. DECISIONS AND JUDGEMENTS

The Team Leader has day to day responsibility for the supervision of staff within a designated team within the CPU. The post holder works within clearly defined procedures and parameters and management support from the Team Manager and CPU Manager is readily available on site or by telephone. Examples of the decisions & judgements that the post holder will make would include:

- Those associated with prioritising own work and that of team assistants ensuring productivity scheduling is adhered to
- Those associated with acceptability of cleaning and hygiene standards
- Making decisions around the acceptance/rejection of deliveries based on compliance with internal HACCP standards
- Making judgements associated with meal components produced quality. Use of standard recipes and excess production

Objectives will be agreed with the Team Manager.
Workload will be determined by daily service requirements.

8. COMMUNICATIONS AND RELATIONSHIPS

The Team Leader will be required to develop and maintain effective communication links and working relationships with the following individuals or groups:

- All staff within the department
- Facilities Management
- Ward staff
- Patients e.g. handling complaints
- Visitors
- Clerical staff within the department
- Stores staff
<table>
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<tr>
<th>Other departments staff</th>
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<tbody>
<tr>
<td>Estates staff</td>
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<tr>
<td>External delivery staff</td>
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<tr>
<td>Environmental Health Officers</td>
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<tr>
<td>End Unit customers</td>
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9. PHYSICAL DEMANDS OF THE JOB

The physical demands of the job requires the post holder to spend much of their time standing or walking and some lifting and handling of goods/equipment will be required. The nature of the job requires staff to adhere to work schedules and prescriptive timescales.

The post holder will work in a relatively enclosed environment for much of the time.

The post holder will work in both hot and cold environments.

Levels of concentration required by the post holder associated with staff supervision & training, operation of catering equipment and assessment of service related quality standards.

The post holder is rarely exposed to any distressing circumstances.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Ensuring productivity schedules are adhered to.

Ensuring standards of service meet with expectations of patients, staff.

Managing workforce activities ensuring consistent service provision at all times.

Dealing with complaints received.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Knowledge and experience of all aspects of Central Production Unit services. Meals production, meals packaging sealing & labelling, blast chilling & freezing, goods receipt and dispatch, cold store stock handling and distribution procedures, environmental & food hygiene standards.

- Intermediate Food Hygiene Certificate (training provided).

- City & Guilds 706/1 & 2 or equivalent

- Good communication skills with the ability to handle complaints and respond orally or in writing.

- Knowledge of Health & Safety and COSHH (training provided).

- Knowledge of Manual Handling (training provided).

- Knowledge of Infection Control practices (training provided).

- Able to work under pressure.

- Ability to be flexible and adaptable.

- Competence in staff training

- Experienced in staff supervision
## PERSON SPECIFICATION FORM

**Job Title:** Team Leader– Cook Freeze Production Unit  
**Department:** Cook Freeze Production Unit

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential (✓)</th>
<th>Desirable (✓)</th>
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<tbody>
<tr>
<td>Standard Grade English</td>
<td>(✓)</td>
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<tr>
<td>Intermediate Food Hygiene</td>
<td>(✓)</td>
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<tr>
<td>Introduction to HACCP Practices</td>
<td>(✓)</td>
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<tr>
<td>SVQ Qualification “Professional Cookery- level 2” or equivalent</td>
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<tr>
<th>Experience</th>
<th>Essential (✓)</th>
<th>Desirable (✓)</th>
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<tr>
<td>Knowledge and experience of working in a large scale food production unit</td>
<td>(✓)</td>
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<tr>
<td>Working knowledge of Health and Safety and COSHH legislation and practice</td>
<td>(✓)</td>
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<tr>
<td>Knowledge of manual handling and infection control legislation and practice</td>
<td>(✓)</td>
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<tr>
<td>Working experience of staff supervision and training</td>
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<th>Behavioural Competencies</th>
<th>Essential (✓)</th>
<th>Desirable (✓)</th>
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<tr>
<td>Ability to work unsupervised</td>
<td>(✓)</td>
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<tr>
<td>Ability to work as part of a team</td>
<td>(✓)</td>
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<td>Ability and Adaptability to Listen and Contribute</td>
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<th>Other</th>
<th>Essential (✓)</th>
<th>Desirable (✓)</th>
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<tr>
<td>Ability to work on own initiative</td>
<td>(✓)</td>
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<tr>
<td>Ability to prioritise delegated workload</td>
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Summary of terms and conditions

The terms and conditions of service are those approved and amended from time to time by the National Agenda for Change Terms and Conditions Agreement.

Job title: Cook - Cook Freeze Production Unit
Job reference number: 0000047101G
Closing date: 12 May 2017
Vacancy enquiries to: For information specific to the role, contact: Michael McCall, 01475 504849
Agenda for Change band: Band 3
Salary: £17,760 to £20,727 per annum (pro rata where applicable). Please note candidates new to the NHS should expect to start at the entry point of the payscale shown.
Hours: 37.50 hours per week
Base: Royal Alexandra Hospital
Contract type: Permanent
Annual leave: The basic annual leave entitlement in a full year commencing 1st April to 31st March is 27 Days on appointment, rising to 29 days after five years and 33 days after 10 years. Leave entitlement is pro rata where applicable.
Superannuation: All employees are automatically enrolled in the Scottish Public Pensions Agency.
Healthcare Support Workers: All NHS Scotland postholders that are not governed by a regulatory or professional body are considered to be healthcare support workers. On appointment, you will be expected to comply with the NHS Scotland Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers.

Healthcare Support Workers are expected at all times to practice competencies that demonstrate insight, understanding and mutual respect of patients, their families, carers and work colleagues. Whether in a clinical or non-clinical role the postholder is expected at all times to be an exemplar of person centred care, embracing their Code of Conduct to a high standard as part of an integrated health professional team.

Smokefree policy: NHS Greater Glasgow and Clyde operates a smokefree policy on all premises and grounds.
Equal opportunities: NHS Greater Glasgow and Clyde is an equal opportunities employer.
The Application Process

Please ensure you read the Job Description and Person Specification along with the guidance notes on completing your application form. The hiring manager will shortlist an application for interview based on its content, therefore it is in your best interests to ensure you submit a fully and appropriately completed application.

You will receive confirmation that your application submission has been received when you submit your online application form. When we begin to process your application, you will receive an email from NHS Greater Glasgow and Clyde confirming receipt. If you have not received a confirmation email within 3 days working days from the closing date, please email nhsggcrecruitment@nhs.net.

Unfortunately, due to the volume of applications NHS Greater Glasgow and Clyde receive, we are unable to write to applicants who are not successfully shortlisted for interview. Accordingly, if you have not received an invitation for interview within six weeks of the closing date please assume on this occasion you have been unsuccessful. We hope this will not deter you from applying again.

We will use several methods of communication to advise you of each stage of the recruitment process this includes: email, letter, SMS text, or telephone. It is essential that you regularly check your email and your phone to see if we have been in contact with you to update you on the progress of your application. Please ensure your email account does not treat NHS Greater Glasgow and Clyde email as spam or junk by adjusting the necessary settings.

Please ensure you retain a copy of the job description and person specification for the post you are applying for – you will need this to help you prepare if you are selected for interview.

Please retain details of the job reference number – you will need this if contacting NHS Greater Glasgow and Clyde Recruitment Services.

Should you require further information or assistance in relation to your application please visit www.nhsggc.org.uk/recruitment or email your enquiry to nhsggcrecruitment@nhs.net. Please ensure you have the job reference number to hand.

For details on what happens once you have submitted your application, please visit the NHS Greater Glasgow and Clyde – recruitment guidance for applicants.
Guidance for completing your application form

Completion of the application form is the first stage in the recruitment process, and if you are successful, will form the basis of your employment record. Complete and accurate information is essential. Please note: If you knowingly withhold or provide false or misleading information, this may result in your application being rejected, or if appointed, may result in dismissal from your post.

Your application form plays a vital role in the recruitment and selection process. The information you provide us with in your application form will be used to decide whether you are shortlisted to attend an interview. Only those applicants who can clearly demonstrate in their application form how they meet the minimum essential requirements for the post as specified in the job description and person specification will be considered for interview selection.

Applicants should read the candidate information pack and job description for the post prior to completing the online application form.

When completing the online application form applicants should read the instructions in each section and note the following:

- the application form has an automatic time out mechanisms, therefore you should click on the "save" button as you go through the application form or copy and paste from another document, to avoid losing content.
- please do not use any special characters (i.e. £, #, &, %) when completing your application. You are permitted to use the ‘@’ symbol.

It is recommended that you complete all relevant sections of the application form. It does not matter how long ago your last employment was, if you have an employment history please list it.

If you have not previously been employed, please use the “Present or Most Recent Post” section to detail what you have been doing (i.e. full time student / parent / carer).
Please note that you can list unpaid work including work placements and volunteer work in your employment history.

NHS Greater Glasgow and Clyde do not accept Curriculum Vitae (CV), unless a CV has been specifically requested as part of the recruitment process.

By completing and submitting an application for this post you give your consent for NHS Greater Glasgow and Clyde to commence pre-employment checks, including reference checks, once your formal conditional offer of employment is made to you. Click Here for more information. For details on NHS Greater Glasgow and Clyde’s pre-employment check procedures, please visit the NHS Greater Glasgow and Clyde – recruitment guidance for applicants.
Part A (Personal information), Part B (Declarations), Part C (Application Details)
The job description provides information about the main duties and responsibilities of the post being advertised. It also describes the purpose of the post. Please ensure that your application form clearly demonstrates how your skills / knowledge / experience can be utilised in the role.
The job description and person specification also specify the requirements or criteria (knowledge, skills, experience, abilities and qualifications) that are essential or desirable to perform the duties outlined. Please ensure in your application that you demonstrate how you meet the minimum essential criteria and where applicable, the desirable criteria for the role.

Certain posts in NHS Scotland are exempt from the 1974 Rehabilitation of Offenders Act (Exclusions & Exceptions) (Scotland) Order 2003. Click Here for more information. If the advertisement for this position has declared that we require a Disclosure Scotland PVG Scheme Membership / Disclosure Scotland Check, you must declare any previous convictions, classed as either “spent” or “unspent”, including criminal convictions received outside the United Kingdom.

The Asylum and Immigration Act 1996 states that it is a criminal offence to employ a person who is not entitled to work in the United Kingdom (UK). Consequently, before NHS Greater Glasgow and Clyde offers employment, the prospective employee must provide evidence, that he/she is entitled to work in the UK. All applicants regardless of nationality will be asked to provide evidence of eligibility to live and work in the UK.

As a Disability Confident Employer, NHS Greater Glasgow and Clyde operates a Guarantee Interview Scheme for disabled applicants. Candidates who have declared a disability and who meet the **minimum essential criteria** outlined within the job description / person specification will be guaranteed an interview.

You must provide full and complete employment references including a work email address (personal email address for employment references may not be acceptable) covering a minimum period of the last three years. Employment referees should be listed in chronological order – that is the most recent first. If you have had more than two employers in the last three years we will require additional references. Character referees should only be used in the event that you cannot provide two employer references covering the last three years.

Any gaps in employment history must be detailed within your supporting statement and will be explored carefully with you at the interview stage.

If you have an employment history of less than three years, you should provide full details of an academic referee or other person who is not a friend, is not related to you or involved in any financial arrangement with you to provide a personal reference.
If you have had no previous employment or have been self-employed you should provide details of two personal referees as outlined above and where applicable evidence to confirm your status (i.e. letter from Jobcentre Plus, academic record or evidence from HM Revenue & Customs) if you are shortlisted for interview.

Your application form provides you with an opportunity to provide a supporting statement. This section is one of the most important in the application form as the information that is provided here will be evaluated and used to decide if you are invited to attend interview. This section gives you the opportunity to describe and demonstrate the particular qualifications, skills, abilities, knowledge, relevant experience and other qualities that make you a good candidate for the post.

Part D (Equal Opportunities)
This part of the form is optional and the information you provide in this section exercises no part of the selection process. It is treated in confidence and only the Recruitment Service or Human Resources staff can access this information for the purpose of recording and compliance monitoring, to ensure our workforce is balanced and represents the best candidates from all parts of society regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity status, race, religion or belief, sex, sexual orientation and/or socio-economic status.

Data Protection Act 1998
The information you provide on your application will be treated in confidence. Only those NHS Greater Glasgow and Clyde staff involved in the selection process and processing your application will see your application form. If you are the successful applicant your application form will be retained and used to create your employee record file. Your application form will be held for 12 months, from the date of your application, within the NHS Greater Glasgow and Clyde recruitment system, after which period it will be deleted from the system.
Working for NHS Greater Glasgow and Clyde

About us
NHS Greater Glasgow and Clyde is the largest health board and provider of healthcare in Scotland and one of the largest health care providers in the UK.

NHS Greater Glasgow and Clyde’s purpose is to:

“Deliver effective and high quality health services, to act to improve the health of our population and to do everything we can to address the wider social determinants of health which cause health inequalities.”

The Board works in close partnership with other NHS organisations, local authorities and other agencies including the third sector to ensure that social work, education, housing, employment and environmental services unite effectively and efficiently with the NHS in tackling inequalities and underlying health problems in local communities.

The future shape of health and social care provision is changing following the move to establish new statutory Partnerships between NHS and Local Authorities, responsible for the planning and delivery of Health and Social care for local populations. This requires the development of very different relationships between primary care, mental health services, community and acute services.

NHS GGC serves a population of 1.2 million (over 1/5 of the population of Scotland) with services provided by 39,000 staff.

The geographical area covered includes: Glasgow City, West Dunbartonshire, Inverclyde, Renfrewshire, East Renfrewshire, East Dunbartonshire and North Glasgow (Stepps-Moodiesburn corridor).

Our services
NHS Greater Glasgow and Clyde provides a full range of Secondary and Tertiary Clinical services, Primary Care, Mental Health and Community services included in which are a number of world-class specialist services.

Find out more about NHS Greater Glasgow and Clyde at www.nhsggc.org.uk.

If you want to know more about the NHS Scotland, visit www.show.scot.nhs.uk.

If you are successful in your application to join us, you will be working within one of our Acute, Primary and Community Care Services. These services are in turn supported by a range of Corporate Service functions including Administration, eHealth, Finance, Human Resources, Public Health, Corporate Planning, Facilities and Estates.
• Click Here to find out more about our Community Services
• Click Here to find out more about our Mental Health Services
• Click here to find out more about the services in your area
Employee benefits
We offer all our staff excellent benefits including;
- NHS Superannuation pension scheme,
- Child Care Vouchers,
- Bursaries to support education and training,
- Interest free loans to purchase Zonecards for trains, buses, underground and some ferries
- Cycle to work interest-free loans to purchase bicycles and equipment

For more information on the benefits available to NHS Greater Glasgow and Clyde staff, visit www.healthservicediscounts.com.

Further information
For further information on any aspect of the recruitment process or for further details on working within NHS Greater Glasgow and Clyde contact:

NHS Greater Glasgow and Clyde
Recruitment Services
West Glasgow Ambulatory Care Hospital
Dalnair Street
Glasgow
G3 8SJ

Tel: +44 (0)141 278 2700
Email: nhsggcrecruitment@nhs.net