



Viewpoint Housing Association (VHA) is a registered non-profit making organisation providing a range of general needs housing, supported housing and care services for older people in Edinburgh, the Lothians and Fife. With an annual turnover in excess of £18m, we own 1340 properties across the areas with two care homes in Edinburgh

Established in 1947, our primary objective is to improve the quality of life and well-being of our tenants and care home residents through promoting independence, enabling choice and offering peace of mind in a safe, secure and supported environment. VHA's continued strong financial performance provides the platform on which we will invest in homes that are fit for the future, fuel efficient and are the best achievable standard whilst remaining affordable.

Our customers are at the heart of what we do and we are creating a culture of continuous improvement in the services we deliver and we want them to choose us as their preferred landlord and care home provider.

Job Title	Catering Manager (Care Home)
Reports To	Registered Manager / Home Manager
Department/Section	Care Home
Location	Edinburgh
Date	February 2026

Job Purpose

The Catering Manager is responsible for the planning, preparation, and delivery of high-quality, nutritious meals for residents with diverse needs within two adjacent care homes totalling 98 bed spaces. This critical role ensures that catering services meet individual dietary, medical, cultural, and personal needs of while maintaining dignity, choice, and enjoyment for residents. The Catering Manager leads the catering team providing full line management, supervision and support, manages the annual catering budget and suppliers, and ensures full compliance with food safety, hygiene, health & safety, and care sector regulatory standards, supporting positive inspection outcomes and resident wellbeing.

Key Responsibilities

Resident & Menu Management:

- Plan and deliver balanced, nutritious menus in line with residents' needs, preferences, and medical requirements, including allergies, cultural or religious needs, and texture-modified diets (IDDSI).
- Have a strong understanding of MUST scores
- Work closely with care staff, nurses, and management to ensure dietary plans reflect residents' health conditions and changing needs.
- Engage with residents to gather feedback, promote choice, and enhance dining experiences.
- Develop menu cycles, seasonal menus, and special occasion meals that enhance residents' quality of life.

Staff Management:

- Recruit, train, supervise, and support catering staff, including chefs and kitchen assistants.
- Prepare and manage staff rotas to ensure appropriate cover for all meals.
- Provide ongoing training in food safety, nutrition, infection control, and dementia-friendly dining.
- Promote a positive, respectful, and team-focused working environment.

Operations & Compliance:

- Oversee daily kitchen operations, ensuring food is prepared and served to a high standard.
- Ensure compliance with food hygiene, HACCP, health & safety, infection control, and care home policies.

- Maintain accurate records for audits, inspections, and regulatory requirements (e.g. CI, Environmental Health).
- Ensure kitchens, equipment, and storage areas are maintained in a clean, safe, and organised condition.

Financial & Administrative:

- Monitor expenditure, while maintaining quality and nutritional standards, escalating any concerns to the Care Manager(s) as appropriate.
- Oversee stock control, ordering, and supplier management to ensure continuity of supply and value for money.
- Maintain administrative records including menus, dietary information, training logs, and compliance documentation.
- Support care home quality improvement plans and inspection readiness.

Communication & Quality Improvement:

- Work collaboratively with management, care staff, residents, and families.
- Respond professionally to feedback or concerns related to catering services.
- Continuously review and improve catering services in line with best practice and resident satisfaction.
- To build key relationships with external professionals, such as dietitians, academics etc

Work Environment:

- Based in a residential care setting.
- Requires flexibility to work weekends and public holidays as required.
- Role demands consistency, reliability, and sensitivity in a regulated environment.

Additional Responsibilities

- This job description is not exhaustive, and you will be expected to perform any duties at a commensurate level as required

Viewpoint's Behaviours – you are expected to live our workplace behaviours:

- Be a role model for staff and stakeholders, showing energetic, determined, flexibility and positive behaviours that will support our organisational, values, aims and outcomes.
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.
- Adopt a flexible leadership style with the ability to challenge as appropriate and able to give and receive constructive feedback.
- Embed a coaching culture within your areas of responsibility that upholds the values of the organisation.
- Provide clear, authoritative and impartial advice and interpretation of complex situations.

Viewpoint's Values – you are expected to live our workplace values:

- Inspire with positive smiles and words.
- Say 'yes I can and I will'.
- Celebrate age, experience and wisdom.
- Do according to our customers' wishes and ambitions.
- Treat people (everyone is a VIP) as we would a "loved one".
- Work hard, have fun and laugh.
- Stay courageous, creative and ahead of the game.
- Work with those that share our values.

PERSON SPECIFICATION

Catering Manager

	Value of Criteria		Assessed at			
	Essential	Desirable	Application	Interview	Test	Presentation
QUALIFICATIONS & EXPERIENCE						
Proven experience in catering management within a care home, healthcare, or similarly regulated environment.	✓		✓	✓		
Strong knowledge of nutrition for older people, including special diets and texture-modified foods and a strong understanding of MUST scores.	✓		✓	✓		
Experience managing catering teams, including recruitment, training, supervision, and rota planning.	✓		✓	✓		
Sound understanding of food safety, hygiene, and health & safety regulations, including HACCP.	✓		✓	✓		
Experience in monitoring actual spend against budget, stock control, and cost management.	✓		✓	✓		
Qualification in Catering, Hospitality, or Nutrition.		✓	✓	✓		
Food Safety / Hygiene Certificate (Level 3 or above).		✓	✓	✓		
NVQ Level 3 in Catering or equivalent.		✓	✓	✓		
Training in Dementia Awareness, Safeguarding, or Care Certificate standards.		✓	✓	✓		
KNOWLEDGE, SKILLS & ABILITIES						
Ability to plan and deliver nutritious, well-presented meals for elderly residents	✓		✓	✓		
Strong leadership and people management skills.	✓		✓	✓		
Excellent communication skills, with the ability to liaise with residents, families, care staff, and management.	✓		✓	✓		
Strong organisational and time-management skills.	✓		✓	✓		
Ability to adapt menus based on resident feedback and clinical needs.	✓		✓	✓		
Competent in record-keeping, audits, and compliance documentation (CI standards).	✓		✓	✓		
Basic IT skills for ordering, reporting, and staffing systems.	✓		✓	✓		
VALUES & ATTITUDES						
Compassionate, patient, and respectful, with a genuine commitment to resident wellbeing.	✓			✓		
Flexible and reliable, with a willingness to support service needs.	✓			✓		

Calm, organised, and able to work effectively under pressure.	✓			✓		
High standards of cleanliness, food quality, and professionalism.	✓			✓		
Team-focused with a positive and proactive attitude.	✓			✓		
Ability to demonstrate a commitment to Viewpoint's values and behaviours	✓			✓		
Takes responsibility for professional development and training to support this	✓		✓	✓		
Team player with a positive 'yes I can and I will' attitude	✓			✓		
Proactive and flexible approach	✓			✓		
OTHER CONSIDERATIONS						
Willing to be flexible in working hours	✓		✓	✓		
Determination and willingness to take on new challenges and responsibilities	✓		✓	✓		
Satisfactory PVG Check	✓			✓		
Willing to challenge stereotyping, prejudice, discrimination and bias	✓		✓	✓		