

# Job Description: Catering and Housekeeping Supervisor



Function:	Healthcare
Job:	Catering and Housekeeping Supervisor
Position:	Supervisor
Job holder:	N/A
Date (in job since):	TBC
Immediate manager (N+1 Job title and name):	Hotel Services Assistant Manager
Additional reporting line to:	Hotel Operations Manager
Position location:	Fortius Clinic London

## 1. Purpose of the Job

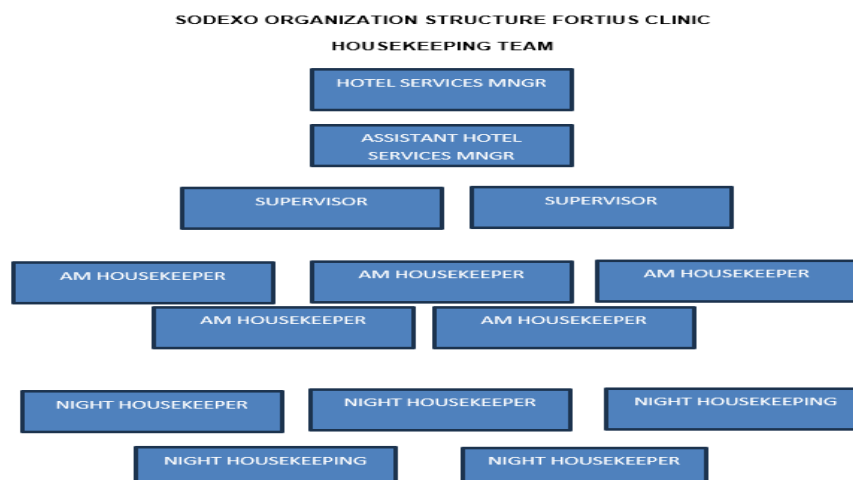
- Provide management supervision during service times
- Ensure patients receive care in an environment that is clean, safe and welcoming all of the time and they receive a satisfactory catering service

## 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY13:	€tbc	EBIT growth:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

Characteristics ▪ Add point

## 3. Organisation chart



**4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- **Quality:** Sodexo is committed to providing patient customer care of the highest quality and promotes this through the customer care training of their staff.
- **Confidentiality:** During the course of his / her duties, the postholder may have access to confidential information which must not be divulged to any unauthorised person or any relative at any time.
- **Polices and Procedures:** The postholder is required to familiarise and comply with all relevant Sodexo and SCL policies and procedures.
- **Health and Safety:** Ensure that all procedures for security, safety, health and fire precautions are adhered to in accordance with the Health and Safety Policy. Staff must take care of their own safety and others who may be affected by their actions or omissions. Health and Safety in the workplace is a two way process. Managers must make sure their employees work in a safe environment and employees have an obligation to report any Health and Safety concerns to management. The workforce must ensure that all equipment or personal protective equipment provided is used in the appropriate manner. They must also report any accidents or near misses to the appropriate manager and must also complete the appropriate Incident / accident report forms.

#### **5. Main assignments**

- Supervise all areas of service, catering, housekeeping and portering, in accordance with all relevant policies and procedures
- Maintain high standards of cleanliness and patient service throughout the clinic
- Be courteous, helpful and efficient, ensuring high standards of customer care and demonstrating commitment to a positive patient experience
- To lead the teams by example
- Seek to raise standards and improve service quality
- Ensure that the risk of healthcare associated infections are minimised
- To support the management team in the daily operation
- To report to the line managers
- To comply with all related company policies
- To follow instructions of the line managers

#### **6. Accountabilities**

- Support the Teams in the daily tasks where required
- Attend weekly and daily meetings
- Spot check all areas of operation to insure correct and safe delivery of services
- Complete all required training
- Create and communicate weekly rosta, making sure correct coverage level in all areas, accordingly with occupancy levels
- Liaise with clinical staff in order to deliver a patient focused service
- Be vigilant and report care and estate issues to your supervisor or an appropriate member of the management team
- Ensure tasks are delivered as per allocated time frame

- Be knowledgeable of all operating systems
- Any other duties as may be reasonably requested within the grade of the post

### 7. Person Specification

- Experience of working within a cleaning and catering team in a similar environment (although full training will be given)
- Empathy with patients and visitors and a commitment to treat everyone with courtesy and dignity and to enhance the patient experience
- Ability to work independently, flexibly and professionally – dealing with stressful and changeable situations
- Effective communication and customer care skills
- Strong attention to detail and adherence to standards
- Intermediate literacy skills

### 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

<ul style="list-style-type: none"> <li>▪ Growth, Client &amp; Customer Satisfaction / Quality of Services provided</li> </ul>	<ul style="list-style-type: none"> <li>▪ Brand Notoriety</li> </ul>
<ul style="list-style-type: none"> <li>▪ Rigorous management of results</li> </ul>	<ul style="list-style-type: none"> <li>▪ Innovation and Change</li> </ul>

### 9. Management Approval – To be completed by document owner

Version	1	Date	11/05/2025
Document Owner	Carmine Claudio Grisorio		