

Job Description: Patient Experience Manager

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

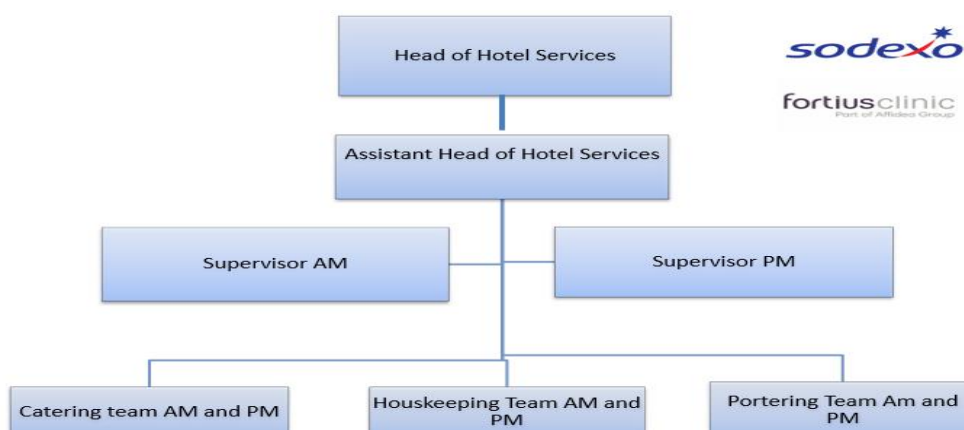
1. Purpose of the Job

- Responsible for assisting in the delivery of high-quality customer focussed soft services across the site (catering, housekeeping, portering, waste, pest control, linen management) in order to meet the needs of the patients, visitors and staff at the Fortius Clinic London.
- Manage and deliver effective and efficient services, that meet contractual obligations, KPIs and agreed company policies and procedures.
- Deliver the highest possible standard of Food service (as per the specification), cleanliness and environment for patients, visitors and staff.
- Ensure all services are delivered in a clean and safe environment and that Safeguard, EHO and Fortius Clinic policies are adhered too.
- Work in partnership with the client and associated third parties to ensure the clinic builds and maintains its reputation for its high-quality service levels and patient care.
- Liaise with Hotel Services Manager and client to ensure all requests are completed within the required timeframe.
- Manage all aspects of staffing and ensure the smooth running of soft services

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						

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 Trust 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 – Indicate the main activities / duties to be conducted in the job.

- Act as a deputy in absence of Hotel Services Manager
- Have a working knowledge of the areas within the hospital which are covered by the catering, cleaning and portering services delivered by Sodexo.
- Managing a team of Catering Assistants, Chefs/Cooks, Porters and Housekeeping Assistants, assessing workload schedules and allocating resources as required whilst prioritizing urgent requests.
- Ensure all staff maintain and deliver a quality service according to set work schedules and procedures.
- To ensure that all mandatory training for staff is adhered to and training plan is followed.
- To manage staff fairly and consistently in compliance with Company and Client policies and procedures.
- Involved in recruitment, training, performance, absence and sickness management
- Ensure achievement of high levels of client and service user satisfaction and monitor these on regular basis.
- To drive standards throughout the team and all services ensuring Service Level Agreements are met
- To pro-actively look to recommend improvements to your work processes by providing suggestions and solutions
- Assist in providing first level advice on health and safety and waste management matters, ensuring compliance throughout the site
- Responsible for ensuring compliance of service teams with all Company and Client policies, including Risk Assessments and Safe System of Work
- Ensure completion of all the Sodexo compliance and due diligence paperwork: temperatures, COSHH, HACCAP etc.
- Supporting Hotel Services Manager in managing the allocated budget for area ensuring that stock levels, wastage and labour are effectively managed
- Supervising and/ or placing orders of food, cleaning materials and other goods as required following Company procedures through nominated suppliers approved by Sodexo and in line with budget.
- To complete daily and monthly billing with support from Hotel Services Manager
- To work closely and delegate tasks to Hotel Services Supervisors in order to meet contractual obligations.
- Complete any reasonable requested by your line manager in the required time frame
- Complete any reasonable requested by Fortius Clinic in the required time frame
- To attend Client meetings when directed by Hotel Service Manger (e.i. Health and Safety Fortius Clinic working group)
- This job description is not intended to be exhaustive and will be amended considering the changing needs of the service.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- **Leadership and people** - The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will provide leadership and clear direction on all aspects of the assigned operational business area, ensuring assigned employees deliver on business objectives. The role holder is responsible for supporting the delivery of the people plan and subsequently developing future capability of front line teams. The role holder will lead by example and champion effective communication. The role is responsible for the recruitment, induction, performance and development of assigned employees and will manage the performance of those employees and support other department managers to achieve this, in line with Sodexo HR policy and procedures.
- **Risk, governance and compliance** – The role holder is accountable for full compliance and understanding of all company risk, reporting and governance processes within their assigned operational area. The role holder will ensure that these processes are fully applied, complied with and adhered to within assigned operational business area. The role holder is accountable for cash and stock within the assigned operational business area where applicable; therefore cash and stock company procedural compliance is a requirement.
- **Financial management** - The role holder is accountable for the financial performance of the assigned business operational contract in line with set budgets and as a contribution to overall site financial performance. There will be a requirement to contribute to the monthly financial review process for the assigned operational area and also to ensure follow up on all improvement plan actions to support improved financial performance where necessary.
- **Relationship management, client and team** – The role holder is responsible for managing client and customer relationships and developing and maintaining strong business relationships. The role holder must seek to understand the client's business environment and drivers, developing and maintaining strong relationships and establishing a network of client contacts. The role holder will manage clients proactively and professionally, in line with Clients for Life®, ensuring Sodexo delivers service in line with the client's business objectives. The role holder will understand the importance the client places on partnering principles and endeavor to establish a dynamic and positive culture for co-operative business relationships and improvements to service.
- **Operational management** - The role holder will be responsible for overseeing their assigned operational business contract and managing compliance with legal, regulatory and company requirements. The role holder will effectively manage continuous improvements, taking corrective action where necessary and informing their line manager of performance issues. The role holder will ensure robust health and safety procedures are implemented, reviewed and reported on a regular basis. The role holder will resolve daily operational issues within their assigned area and, in rotation with other site department managers, deputise when the services manager is not available.
- **Service excellence** - The role holder will be responsible for driving all aspects of service excellence across their operational business contract including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards. The role holder will ensure that work is appropriately recognised and expected standards ensuring the offer is meeting the customer's needs through full and correct use of company tools. In partnership with subject matters experts you will champion and embed service excellence initiatives across your business area and ensure that all services are aligned to the defence client and customer needs and deliverable within budget.
- **Continuous development** - The role holder will be responsible for the continual development and improvement of all on-site services, resulting in improved services, increased sales and reduced costs. The role holder will also continually monitor financial performance (e.g. supply chains, sales, labour, expenses, internal issues) to ensure that the budget figures are maintained and improved. When variances occur, to provide written explanation of costs and implement action plans for correction.

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Proven experience of leading a team within a comparable service environment
- Proven experience of managing to budget requirements
- Ability to communicate effectively with patients, visitors, colleagues, clients.

- Ability to work independently, flexibly and professionally – dealing with stressful and changeable situations.
- Experience of delivering relevant training, using company guidelines
- Financial awareness
- Understanding of relevant Health and Safety, Employment, and other legislative requirements
- Strong attention to detail and adherence to standards
- Proven IT skills, ability to demonstrate working knowledge of MS Office (Word, Excel, and Outlook)
- Ability to deal with stressful situations.

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

<ul style="list-style-type: none"> ▪ Growth, Client & Customer Satisfaction / Quality of Services provided 	<ul style="list-style-type: none"> ▪ Leadership & People Management
<ul style="list-style-type: none"> ▪ Rigorous management of results 	<ul style="list-style-type: none"> ▪ Innovation and Change
<ul style="list-style-type: none"> ▪ Brand Notoriety 	<ul style="list-style-type: none"> ▪ Commercial Awareness
<ul style="list-style-type: none"> ▪ Learning & Development 	<ul style="list-style-type: none"> ▪ Employee Engagement

9. Management Approval – To be completed by document owner

Version	1=3	Date	20/07/2024
Document Owner	N/A		