

Job Description: Hotel Services Supervisor



Function:	Healthcare
Job:	Supervisor
Position:	Assistant Hotel Services Manager
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:	N/A
Position location:	Fortius Clinic London

1. Purpose of the Job

- Responsible for supporting the delivery of high quality customer focused services across the site to meet the needs of the visitors and staff at the prestigious Fortius Clinic London.
- Deliver the highest possible standard cleanliness and environment for patients, visitors and staff.
- Assist with the management and development of effective and efficient services, that meet contractual obligations, KPIs and agreed company policies and procedures
- Supervise effective and safe delivery of patient, visitor and staff feeding.
- Liaise with management to ensure all requests are completed within the required timeframe.

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 FY:	N/A	EBIT growth:	N/A	Growth type:	n/a	Outsourcing rate:	N/A	Region Workforce	N/A
		EBIT margin:	N/A			Outsourcing growth rate:	N/A	HR in Region	N/A
		Net income growth:	N/A						
		Cash conversion:	N/A						

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.
- **Policies and Procedures:** The postholder is required to familiarise and comply with all relevant Sodexo and Fortius Clinic 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.

- Supervising teams and ensuring compliance with all Company and Client policies and procedures whilst proactively responding to any issues to prevent non-conformance.
- Assist, maintain and supervise high standard of efficiency and good working practice in catering, housekeeping and portering (linen and waste management) service areas in line with the departmental quality standards policy and service level agreements.
- Ensure that all duties are carried out in line with required standards and as assigned to the team members.
- Ensure your whole team report for duty in good times, clean and tidy and wearing the correct maintained uniform. To maintain a high standard of personal grooming throughout your entire shift, leading by example.
- Inspect, record, monitor and if required take action to ensure that the high standards are maintained, (complying with Health & Safety, Infection Control and Food Handling and Hygiene Regulations) and feedback to you manager.
- To assist in management of the storerooms and allocation of materials to avoid overuse, misuse and misplacing.
- To report all maintenance issues to CBRE via Reception.
- To attend departmental meetings and contribute to service development. Responsible to oversee preparation, presentation and service of the meals and beverages to patients and guests and record keeping.
- To assist in preparation of facility for VIP guests.
- Communicating with both staff and patients in relation to specific dietary requirements, including allergens management and food ordering.
- Allocate duties to staff members, casual workers and agency members. Note any discrepancies in time and attendance.
- Maintain a customer-focused team; who are highly motivated and professional. Ensuring that customer complaints are promptly dealt with, and they are escalated accordingly.
- Ensure that equipment is used safely and in accordance with current regulations and company Policies.
- Report any accidents or near misses to your Manager and assist in completing the Incident documents, if any employee or customer have an accident in the work area during shift.
- Comply with all Health & Safety legislation which is laid out in the company's Health & Safety Manual, (incl. COSSH, Use of Electrical Equipment etc.), Fire Safety and Manual Handling.
- Supervise the clearing and cleaning of patient rooms, floor pantries and equipment, the washing up of crockery and cutlery.
- Maintain all Food Safety related records e.i. food temperatures, fridge and freezer temperatures, breakage and wastage records, catering charges documents and any other relevant to service, remedial action taken where necessary.

- To ensure that all mandatory training for staff is adhered to and training plan is followed.
- Data input in Saffron Food Ordering System and pulling weekly reports
- Responsible for own personal and professional development.
- Develop good lines of communication and relationships at all levels within your team and with other colleagues and customers
- Deal with all enquiries in professional and courteous manner, in person, email and over telephone with all stakeholders.
- Perform any reasonable and practical instructions as requested by the Management appropriate to the needs of the Hospital.
- Take stock takes as directed and control stock levels minimizing the wastage
- To supervise the day-to-day operation of the housekeeping and catering services, accompanying Managers on Walkarounds, checking rooms and other areas for cleaning in accordance to NHS Cleaning Standard.
- Completing technical cleaning audits as per National Cleaning Standard 2021. Reporting scores and sending reports to the departmental managers, completing any action within the allotted timescale.
- Follow all company and Clinic policies and procedures.
- Placing Housekeeping and Catering related orders.
- Placing linen orders
- Assist Management in organizing, communicating and supervising of scheduled deep cleans within area of responsibility.
- Assist in management of absences and roaster planning.
- Assist in performance management and identifying any shortfalls
- Supervise and/ accompany Sodexo sub-contractors on site when required
- Cover shifts during staff shortages within catering and housekeeping departments.
- Champion the CARES programme to ensure all staff are committed to delivering high levels of customer service at all times communicated
- To manage staff fairly and consistently in compliance with Company Policy and Procedures.

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.

- Leading and supervising teams whilst ensuring compliance with all Company and Client policies and procedures
- Complete surveys/audits and rectify issues raised, to ensure a high quality service provision is maintained
- Identify risk and take appropriate action to demonstrate the drive towards a zero harm culture
- Help engage, motivate and develop team to drive high performance and reduce absence rates
- Support Management in the efficient and economic use of labour and achievement of budget

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

- One year experience within Private Healthcare or Hotel Services
- Intermediate IT skills
- Ability to communicate effectively with patients, visitors, colleagues, clients
- Ability to work independently, flexibly and professionally and dealing with stressful and changeable situations
- Experience of delivering training, using company guidelines
- Understanding of relevant Health and Safety, Food Safety and Infection Control
- Strong attention to detail and adherence to standards
- Good verbal and written communication skills
- Supervisory / leadership skills
- Good time management with the ability to prioritise and deliver to deadlines
- Excellent organizational skills
- Maintaining confidentiality

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

<input type="checkbox"/> Growth, Client & Customer Satisfaction / Quality of Services provided	<input type="checkbox"/> Leadership & People Management
<input type="checkbox"/> Rigorous management of results	<input type="checkbox"/> Innovation and Change
<input type="checkbox"/> Brand Notoriety	<input type="checkbox"/> Commercial Awareness
<input type="checkbox"/> Learning & Development	<input type="checkbox"/> Employee Engagement

9. Management Approval – To be completed by document owner

Version	1	Date	05.07.2022
Document Owner	Lilian Destefani		