

# Job Description



Function:	Operational Management
Position:	Hotel Services Manager
Job holder:	
Date (in job since):	December 2025
Immediate manager (N+1 Job title and name):	Domestic & Catering Operations Manager
Additional reporting line to:	James Power, Head of Soft FM
Position location:	Manchester NHS Foundation Trust

<p><b>1. Purpose of the Job</b> – State concisely the aim of the job.</p> <ul style="list-style-type: none"> <li>Responsibility for the delivery of the provision of Hotel Services throughout MFT Hospitals. To ensure the standard of food and domestic cleaning throughout the services is achieving patient and client expectations. Emphasis will be based on service delivery and quality of patient satisfaction at ward level. To build and maintain a strong working relationship with the client and their operational teams throughout the trust.</li> </ul>
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## 2. Main assignments – Indicate the main activities / duties to be conducted in the job.

- To work collectively with the Finance team to support delivering budgeted profit and turnover for services and accounts
- Responsible for ensuring compliance of own team with all Company and Trust policies and procedures whilst proactively responding to prevent and deal with issues of non-conformance
- Ensure achievement of high levels of client and service user satisfaction and monitor these on regular basis. This will be measured via Clients for Life review processes and customer satisfaction surveys.
- Responsible for the recruitment and management of direct reports. This will include responsibility for their development which will include health & safety, communication of shared goals and ensuring that effective performance development reviews (PDRs) take place.
- Responsible for ensuring that effective and consistent management is applied by your management and supervisory team to all staff within area of responsibility. This will include managing staff in line with the appropriate policies in relation to issues including conduct, performance, absence, grievance, fair treatment, pay progression, leave and all other HR policies.
- Ensure that there is effective two-way communication to all levels of staff within area. This will include ensuring that team briefings take place and that Company and Trust objectives, and values are communicated.
- Ensure that health and safety standards are understood and delivered across all of hospital operations. This must include any agency staff and all employees from their first date working on site.
- Contribute to strategic discussions as part of the senior site management team sharing ideas and best practice to improve site performance. Implementing new policies and procedures which have been discussed and agreed with colleagues.
- Management of 3<sup>rd</sup> party contractors used on site and ensuring that a quality and value for money service is provided. This will include the supply of any agency labour used and ensuring that the suppliers comply with all Company and Trust requirements.
- Contract compliance and being accountable for delivering services to the contract and service specification in an efficient manner.
- Demonstrate a focus on contract retention using the “Clients for Life” principles.
- Accountability for escalating potential risks identified as appropriate. These risks may be operational, related to knowledge and people, financial, compliance or risks to the Company reputation.
- Responsibility for succession planning and workforce planning within zonal area ensuring that adequate management cover is provided in own absence and in the absence of other members of the management and supervisory team.
- Manage own continued professional development identifying any areas for own development
- To ensure the delivery of a best-in-class customer service for staff, patients and visitors in both Domestic and Patient Dining Services.
- To support the service management team with reasonable requests for support with any duties within the MFT FM contract.
- To support with the delivery of the national standards of cleaning policy across the MFT trust, working with internal and external stakeholders on management of rectifications, proactive management work schedules and resource.
- To provide a flexible approach to covering a 24/7-service operating model, including but not limited to participation on the on-call rota and weekend cover as and when required.

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

- Achievement of budgeted GP and Revenue forecasts.
- Zero financial penalties in area of responsibility.
- ‘Green audit’ for all Safeguard audits under area of responsibility.
- Achieve all labour KPI’s including premium rate overtime and absence.
- Full compliance standards with all standards including health and safety
- Achieve improved staff engagement year on year

**4. 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.

- Results focused; gets on with the job and likes to work to demanding goals and targets.
- Excellent client and customer relationship skills, with experience of successfully managing SLA's or similar.
- A confident and adept communicator, with the ability to operate effectively at all levels.
- Driving patient and consumer satisfaction in line with business expectations and targets (set annually)
- Closure of actions generated by service manager/Patient Ambassador in an effective and timely manner

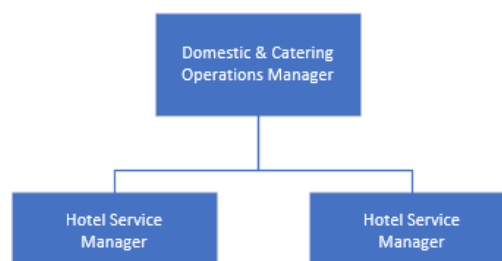
**5. Dimensions** – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

- Compliance with National Standards of Cleaning
- Compliance of all food safety management systems and procedures
- Relationship management between client and operational teams
- Working closely and professionally with internal and external stakeholders

**6. Job profile** – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

- Strong operational background in Domestic services, facilities management and/or catering sectors.
- An experienced leader who is effective directing others
- Strong understanding of consumer trends in relation to retail and food service
- Experience in a hospital environment and comfortable operating at ward level with a strong bedside manner
- Knowledge of food hygiene issue
- Strong understanding of Microsoft office and general IT systems
- Willingness to get involved and offer a flexible approach to working

**7. Organization chart** – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.





Received:

Date:

Date:

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Job holder

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Immediate Manager