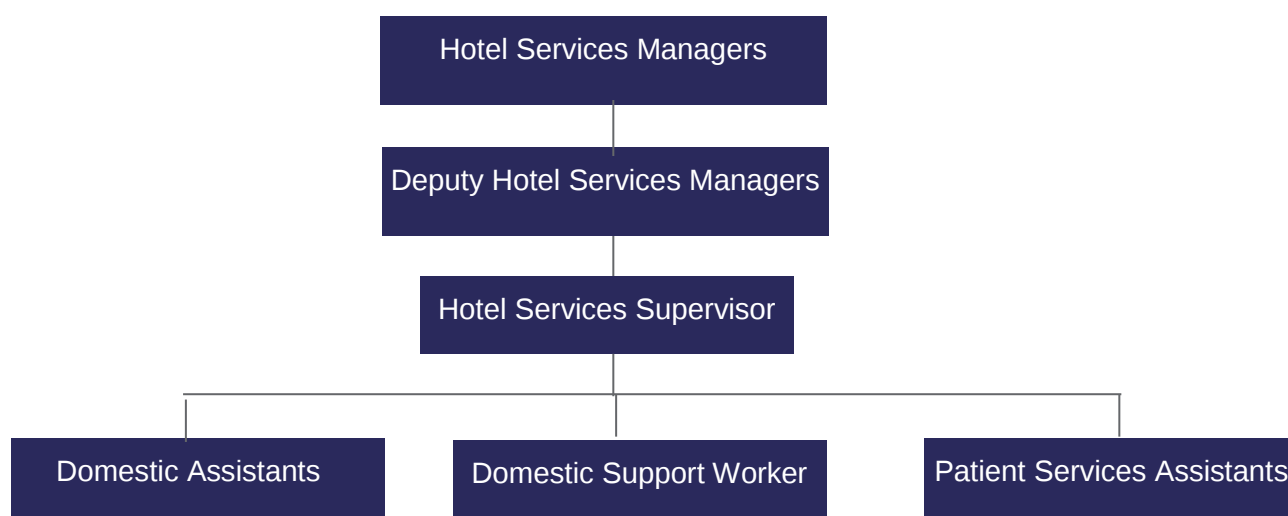


JOB DESCRIPTION

Position Title	Hotel Services Supervisor	Department	Hotel Services
Generic Job Title	Domestic Supervisor	Segment	Healthcare
Team Band	AFC Band 3	Location	Wythenshawe Hospital
Reports to	Deputy Hotel Service Managers	Office / Unit name	Wythenshawe Hospital – Hotel Services

ORGANISATION STRUCTURE



Job Purpose

Assist in the management of a high quality, time responsive, cost effective and pro-active hotel service to meet the needs of the wards and departments to the standard required by the Client and Sodexo as set out in the Service Level Agreement.

Accountabilities or “what you have to do”

- Deploy a team of domestic/patient service assistants, assessing workload schedules and allocating resources as required whilst prioritising urgent requests
- Supervise the work of all frontline hotel services staff to maintain and deliver a quality cleaning and food service according to set work schedules and procedures
- Undertake regular monitoring of quality control systems for the service, including HACCP
- Undertake appropriate remedial action in areas that do not meet the required standards

- Oversee the reporting of maintenance defects of equipment and chemicals, according to set procedures
- Assist in implementing departmental policies to agreed standards
- Monitor, manage and report on all staff absences and sickness
- Ensure that all staff tools and equipment are kept clean, hygienic, and well maintained with any faults or repairs being reported to their line manager
- Ensure that all materials and equipment are always locked away when not in use
- Accurate completion of necessary documentation as requested
- Build and maintain effective relationships with staff and clients
- Control the receipt and issue of supplies ensuring stock rotation
- Assist in the assessment of costs associated with any ad-hoc work requested ensuring an efficient and a cost-effective service.
- Responsible for training and induction of new hotel services staff
- Provide cover as necessary in times of staff shortages
- Analyse and resolve staff performance problems and conduct staff PDRs
- Assist in organising and implementing appropriate training in line with personal development plans
- Complete supervisor check shifts during each shift for areas of responsibility, and reporting findings/escalating issues to the management team
- Perform other such duties as may be reasonably requested by the Hotel Services Manager or Deputy Hotel Services Manager.
- Adhere to all Health and Safety Regulations and COSHH

Key Performance Indicators (KPIs) or “What it will look like when you are doing the job well”

- Quality Control results to a high standard.
- Feedback marked 'very good' from patient satisfaction survey
- Engaged Workforce

Dimensions

Financial	N/A
Other	N/A

Skills, Knowledge and Experience

Essential

- Effective communication and customer care skills with patients, visitors, customers, clients and staff
- Strong interpersonal skills and an ability to communicate effectively with customers, clients, and staff at all levels
- Ability to monitor, lead, and develop a team of people increasing individual effectiveness through leadership, motivation, communication, coaching and training
- Understanding of relevant Health and safety, Employment and other legislative requirements.
- Proactive approach to problem solving
- Good literacy and organisational skills

Desirable

- Knowledge of NHS policies, equipment requirements, and management practices
- Experience of working within a hospital environment
- Ability to achieve and set high standards and operate to performance criteria
- Positive approach to learning in role and actively identifying opportunities for self-development.

TRAINING:

The employee will participate in the relevant training organised by Sodexo.

CONDUCT:

Staff must conduct themselves in an orderly and professional manner and be mindful of patient dignity at all times.

All Sodexo staff will use all reasonable endeavours to offer assistance to and deal with any queries raised by patients and visitors.

All staff shall at all times carry out their duties in such a way as to cause minimal disruption to all routines and procedures of the Trust Employees.

QUALITY:

Sodexo is committed to providing patient customer care of the highest quality and requires all Staff to play an active role in achieving this.

CONFIDENTIALITY:

During the course of his or her duties the post holder may have access to confidential information which must not be divulged to an unauthorised person at any time.

POLICIES AND PROCEDURES:

The post holder is required to familiarise and comply with all relevant Sodexo and MFT Trust policies and procedures.

Version	3	Date	01 April 2019
Document owner	Kevin Clifton		