

# HEART OF ENGLAND NHS FOUNDATION TRUST

## HOTEL SERVICES DIRECTORATE

### GOOD HOPE HOSPITAL

#### JOB DESCRIPTION

1. <b>JOB TITLE</b>	Hotel Services Manager
2. <b>GRADE</b>	Band 7 (AFC)
3. <b>ACCOUNTABLE TO</b>	Head of Hotel Services
4. <b>MANAGES</b>	Portering & Security Manager Housekeeping Manager Linen & Laundry Contract Residential Accommodation Service

5. **INDIRECTLY MANAGES** Catering Manager at Good Hope Hospital

#### 6. Job Summary

- ◆ To measure quality of services provided against national and local standards and financial criteria.
- ◆ Support Service Managers technically and practically in preparation for Service Level Agreements.
- ◆ Establish close contact with users and contractors, facilitating problem resolution and contract information systems within Hotel Services Directorate.
- ◆ Work across: Housekeeping, Portering, Security, Pest Control Services, Linen Services, Food Hygiene, Estates, Information Technology and Catering.
- ◆ Monitoring of patient food systems through liaison with the Trust's Senior Catering Manager.
- ◆ Manage the provision of linen services to the Hospital.
- ◆ Manage the Portering and Domestic Services via the appropriate managers.

#### 7. Qualifications and Experience

The post holder must

- ◆ Hold a qualification to HND level or equivalent.
- ◆ Hold a recognised Food Hygiene qualification (intermediate or advanced).
- ◆ Possess a broad knowledge in managing large contracts: to include financial skills, employment law and auditing techniques.
- ◆ Possess a minimum of five years senior managerial experience.
- ◆ Possess good communication and negotiation skills to deal with external organisations and Trust personnel up to Director level.
- ◆ Be fully conversant with spreadsheets and databases, with the ability to set up databases and reporting systems.
- ◆ Be able to demonstrate skills equivalent to degree level, to demonstrate analytical and logical thought processes.

## 8. Duties and Responsibilities

- ◆ Develop and implement procedures to monitor performance of services in accordance with Service Level Agreements and external contracts.
- ◆ Ensure monitoring data is recorded, analysed and reviewed; and appropriate recommendations made, auditing actions taken.
- ◆ Undertake client and user satisfaction surveys with recommendations to monitor against NHS Plan and local standards.
- ◆ Develop and maintain good relationships with clients, users, contractors, Hotel Services Management and Estates Management.
- ◆ Suggest quality and cost improvements for all services and assist in their implementation.
- ◆ Produce reports and business information as required and assist in their implementation for example the Patient Quality Committee and Cleaning Standards Group.
- ◆ Participate in the selection and evaluation of contractors.
- ◆ The post-holder will be expected to have knowledge across the under mentioned services and the ability to train staff in any special techniques of information gathering that may be required for: Cleaning, Food Hygiene, Laundry, Portering, Pest Control and Security.
- ◆ Manage and guide the activities of staff reporting directly to the job-holder, having a strategic overview of their respective functions.
- ◆ Encourage and develop staff to meet their potential in the organisation and prepare suitable staff to cover the job holder's position in their absence.
- ◆ Required to deal with issues across a range of Hotel Services disciplines. This could encompass any of the Hotel Services external contracts.
- ◆ Provide recommendations to the Hotel Services Team on areas where the business can be expanded or which can add value or generate income for the Trust. Opportunities may arise when representing the Trust and meetings with external customers.
- ◆ Is required to analyse contracts/projects in order to demonstrate value for money and determine alternative methodologies that reduce service costs and maintain service and maintain service quality, whilst including systems of monitoring for costs and activity levels.
- ◆ Able to demonstrate experience in retendering for services for example Laundry & Linen Contract.
- ◆ Able to manage three different disciplines with three staff reporting directly to the job holder.
- ◆ Provide advice on spreadsheets / databases developed specifically for projects in hand.
- ◆ The appointment to operational management of the linen service provision involves formal contract review and operational monitoring of the service to user level, financial verification of invoices and work towards controlling the cost of the service to the Trust by innovative schemes to ensure usage is reduced to the safe minimum and expands only with the Trust clinical activity. Problem solving and improvement of logistics are a part of routine operation of the service.
- ◆ The job holder is an important member of the Trust's Environmental assessment team (PEAT) and contributes to a regular physical inspection of the Trust's premises. The job holder has to draw on technical and practical knowledge and experience to assist the team in its inspections. The reporting and action phase of the team's activities is the sole responsibility of the job holder and their staff.
- ◆ The job holder manages an inspection and reporting system for ward kitchens with regard to the promotion of safe and hygienic premises and practices for the delivery of food to patients. Apart from physical inspections of all kitchens twice a year, the system involves reporting to Matrons responsible for the safe treatment of their patients, together with production of statistical information with regard to identification of risks and improvements made by consecutive inspections. As a member of the Trust's Food Hygiene Committee,

the results of these inspections and monitoring reports are disseminated outside the Trust to Health Authority consultants in communicable disease control and to the local council's chief environmental officers.

All employees are subject to the requirements of the Data Protection Act and must maintain strict confidentiality in respect of patient and staff records.

All employees have a responsibility under the Trust's Health and Safety Policy, to be aware of and conform to the policy, ensuring all health and safety rules are adhered to and ensuring that all accidents, incidents, near misses, damages and irregularities are documented and reported to a Manager in accordance with Trust policy.

All employees must comply with the Trust's Harassment and Bullying Policy and Equal Opportunities Policy.

April 2007 <sup>rev</sup>

**HEART OF ENGLAND NHS FOUNDATION TRUST**

**FACILITIES DIRECTORATE**

**PERSON SPECIFICATION**

**HOTEL SERVICES MANAGER  
(GOOD HOPE HOSPITAL BASED)**

**QUALIFICATIONS**

Essential

- ◆ HND or equivalent qualification in either Catering or Domestic Services.
- ◆ Intermediate Food Hygiene qualification.
- ◆ Technical qualifications in Catering or Domestic Service.

Desirable

- ◆ Management qualification should be to a degree standard and / or post holder prepared to work towards degree level.
- ◆ Advanced Food Hygiene qualification.

**KNOWLEDGE**

Essential

- ◆ Detailed knowledge of managing A Hotel Service e.g. Catering and Domestic department including financial management, employment law.
- ◆ Detailed knowledge of Hospital portering services.
- ◆ Fully conversant with spreadsheets and databases with the ability to set up databases.
- ◆ Detailed knowledge of Cleaning standards in NHS.

Desirable

- ◆ Knowledge of procuring large commercial contracts to include their specification, tendering and negotiation processes.

**EXPERIENCE**

Essential

- ◆ Significant senior management experience. Office administration and audit, financial management and budgetary control.
- ◆ Practical experience of contract monitoring techniques.
- ◆ Managing at least two of the Hotel Services functions i.e. Housekeeping, Portering, Security, Linen, Laundry and Catering.

### Desirable

- ◆ Experience of contracting.

## **JUDGEMENT**

### Essential

- ◆ Able to work on own initiative and prioritise workload.
- ◆ Manage a budget in excess of £4M.
- ◆ Use critical thinking and analysis to maximise returns for the Trust from Contract activity to specification by devising and promoting methods for measuring service delivery.
- ◆ Understand the need for accuracy and working to deadlines.

## **COMMUNICATION SKILLS**

### Essential

- ◆ Able to communicate effectively with all grades and disciplines of staff and contract personnel.

### Desirable

- ◆ Presentation and counselling skills.

## **PERSONAL QUALITIES**

### Essential

- ◆ Professional outlook.
- ◆ Ability to remain calm under pressure.
- ◆ Be a team player.

### Desirable

- ◆ Flexible approach to new situations.
- ◆ Hold a broad Holistic attitude.

## **MOTIVATION**

### Essential

- ◆ To demonstrate enthusiasm, particularly for the aims and objectives of the Trust.

### Desirable

- ◆ The ability to encourage staff and others to progress in their jobs.

April 2007 rev