PERSON SPECIFICATION

**Heart of England NHS Foundation Hotel Services Contracts Manager**

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| ATTRIBUTES | **ESSENTIAL** | **DESIRABLE** | **METHOD OF ASSESSING CRITERIA** |
| **Knowledge** | Awareness of a full range of Hotel Services operational areas.  Contracts Management.  Specific knowledge on transport and waste legislative compliance  Good IT skills | Service industry knowledge in complex high volume sector.  Negotiation of contracts and income generation systems | Application form & Interview |
| **Education** | Technical qualifications in service areas covered (e.g. waste, transport etc.).  Management qualification should be to a masters degree standard or equivalent experience.  WAMITAB Level 4  . | Transport Manager Certificate of Professional Competence | Application form & Certificates |
| **Experience** | Experience of data collection and recording.  Ability to co-ordinate workforce  Work as a team leader  Dealing with the public and ability to work under pressure.  Extensive waste management experience  Extensive transport management experience  Multi site and multi facetted management experience  Experienced in the development and introduction of Policies and procedures. | Audit experience of a wide range of operational activities up to ISO standards | Application form & Interview |
| **Judgement** | Able to operate with a high level of ‘freedom to act’ in a variety of areas.  Able to work with minimum supervision, prioritise own workload and to work within established guidelines.  Ability to liaise with front line clinical service providers, senior managers and a variety of stakeholder on high profile and complex areas. | Able to apply own judgment and interpret guidance and statutory requirements from a range of statutory bodies including EA and Dept’ of Health. | Interview |
| **Communication Skills** | Excellent communication skills in order to deal with a wide range of visitors, staff and external organizations at all levels within the organization. | Training and presentation skills to a wide range of audiences. | Interview |
| **Personal Qualities** | Courteous, calm, confident, smart appearance, happy working in a team environment and taking the lead. Helpful and reassuring to visitors, patients and staff. | Confident, self starter. | Interview |
| **Motivation** | Willingness to suggest, assist and implement any changes to improve our standard of care | Highly motivated and driven to provide high quality services in all areas. | Interview |
| **Additional Requirements** | Motivated to undertake all necessary training. | - |  |