



## Job Description

<b>Job Title:</b>	<b>Hospitality Services Manager</b>
<b>Reports to:</b>	<b>Home Manager (dotted line to Director of Operations)</b>
<b>Responsible for:</b>	<b>Home Administrator, Housekeeping Team, Catering (outsourced), Maintenance (outsourced)</b>

### **Main purpose of the job:**

To pro-actively lead and manage the Hospitality Services in the home (all non-clinical services). Accountable for the environment, laundry, housekeeping, administration, catering (including the dining experience).

### **Key responsibilities:**

**This must be read in conjunction with the HSM Focused Responsibilities:** this details the responsibilities and schedules for all compliance and quality activities which this role is accountable for.

In addition to the document above:

- Lead and effectively manage all non-clinical services.
- Act as a visible, pro-active, collaborative member of the Senior Leadership Team to develop and deliver an outstanding care experience with particular responsibility for supporting the creation of a culture of cost consciousness.
- Deliver an outstanding service to support the home pursue / maintain an 'outstanding' rating by the Care Quality Commission.
- Accountable for the monitoring and reporting of all Key Performance Indicators addressing negative changes promptly and escalating as necessary.
- Pro-actively identify and take responsibility for the resolution of issues before they impact on the quality of care and service.
- Manage the coaches / minibuses including control of the fuel costs (via fuel cards)
- Manage the teams associated with Hospitality Services including but not limited to:
  - Setting objectives
  - Holding regular supervision sessions (every 4-6 weeks)
  - Undertaking appraisal twice a year
  - Producing all necessary documentation
  - Proactively managing staff performance to address performance concerns
- Role modelling the behaviours expected of a senior leader.
- Engaging with all necessary training including Dementia training.

## Person Specification

Essential behaviours / characteristics:

- Self-motivated, pro-active, punctual, reliable and able to maintain confidentiality
- Able to show initiative in developing the role
- Able to manage a varied workload making sound decisions regarding prioritization of tasks
- Able to build positive relationships as a line manager, sub-ordinate and colleagues
- Cost conscious and able to demonstrate what this looks and feels like
- Committed to continuing professional development

Essential experience:

- Track record of excellent customer service provision and able to demonstrate what this looks, feels and sounds like
- Exceptional organization, planning and administration skills
- Financially astute and experienced at budget setting and financial management
- IT literacy with standard MS Office packages
- Commitment to equality and inclusion

Desirable experience:

- Organizing high profile events
- Understanding of the legal obligations of charities and small employers

**The charity reserves the right to update and amend this job description to ensure it accurately reflects the role. This will be agreed in consultation with the job holder and where possible the charity would hope to achieve mutual agreement to any reasonable changes.**