

JOB DESCRIPTION

Section One

Job Title: Hotel Services Supervisor

AFC Band: 4

Directorate: Estates & Facilities Management

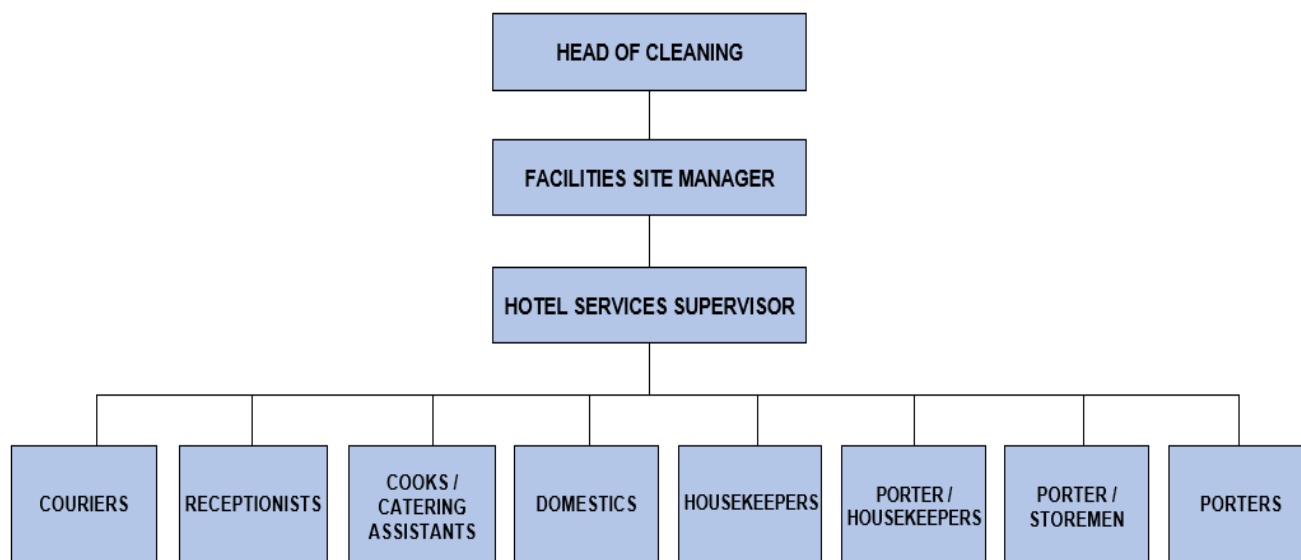
Department: Hotel Services

Accountable to: Head of Cleaning

Responsible to: Facilities Site Manager

Responsible for: Day to Day Management of Reporting Staff

Organisation Chart:



2.0 Job Summary

- 2.1 Responsible for the provision of safe, high quality and efficient hotel services to patients, carers, staff and visitors to Trust sites on a day to day basis.
- 2.2 Responsible for the day to day management of Hotel Services staff including housekeepers, domestics, porters, catering, reception, storemen, couriers and post room staff.
- 2.3 Responsible for monitoring standards and taking corrective action as necessary.
- 2.4 To show commitment to and participate in quality improvement activities.
- 2.5 To interact compassionately with service users and carers at all times. Service users have a range of mental health conditions or learning disabilities.
- 2.6 To promote at all times a positive image of people with mental health conditions and learning disabilities.
- 2.7 To promote at all times a positive image of Hotel Services and the wider Trust.

3.0 Main Duties and Responsibilities

3.1 Clinical Responsibilities, Patient Contact

- 3.1.1 Responsible for ensuring hotel services staff provide safe and high quality cleaning and catering services for patients on a consistent basis.
- 3.1.2 Responsible for ensuring that hospital receptionists provide a welcoming and efficient service to patients, carers and other visitors to the site.
- 3.1.3 Ensures that staff act at all times in the best interest of patients, recognising the potential vulnerability of all service users and acting in accordance with Trust procedures for Safeguarding Adults and Children.
- 3.1.4 Attends Patient Focus Groups to address patients' concerns regarding provision of hotel services.
- 3.1.5 Resolves informal patient/carers complaints avoiding escalation where possible and reporting more serious issues promptly to the Facilities Site Manager. Assists in formal processes as required.

3.2 Administrative Responsibilities

- 3.2.1 Undertakes administrative tasks in relation to own work eg filing, photocopying etc.
- 3.2.2 Uses Microsoft Office applications.
- 3.2.3 Uses Trust systems as appropriate eg Cardea, Datix, ESR etc.
- 3.2.4 Updates the Health & Safety online toolbox as requested by the Facilities Site Manager.

3.3 Responsibility for Information Systems

- 3.3.1 Ensures personal files are kept up to date and stored securely.
- 3.3.2 Maintains up-to-date and effective filing systems to facilitate the prompt retrieval of information as needed.
- 3.3.3 Inputs personally generated data as required onto Trust systems.

3.4 Responsibility for Planning/Organising & Strategic/Business Development

- 3.4.1 Manages own workload according to service priorities.
- 3.4.2 Responsible for work rotas and arranging cover as required.
- 3.4.3 Plans and adjusts daily work schedules as required.
- 3.4.4 Plans and arranges mandatory training, service specific training and appraisals for all staff, in a timely manner to ensure compliance with Trust requirements.
- 3.4.5 Ensures all staff are kept up to date with regard to Business Continuity Plans in their respective areas.

3.5 Policy Development

- 3.5.1 Proactive in proposing improvements to local work procedures and implements agreed changes, involving or advising other medical/clinical staff as appropriate.
- 3.5.2 Implements and communicates new policies/procedures in own area ensuring compliance by all team members.

3.6 Service Development, Project Management

- 3.6.1 Participates in quality improvement initiatives/projects in own area as delegated by the Facilities Site Manager.
- 3.6.2 Participates in rapid process improvement workshops (RPIW) as appropriate to achieve quality improvements in own area or to contribute to quality improvements in other related areas.

3.7 Financial Responsibilities

- 3.7.1 Completes Staff Variation Sheets and authorises time sheets and staff expenses.
- 3.7.2 Ensures that cash handling procedures are adhered to by hotel services staff. May be required to handle cash and operate tills.
- 3.7.3 Checks and authorises orders placed by hotel services staff in a timely manner, to ensure services run efficiently. May be required to place orders using computer, fax or e-mail.
- 3.7.4 May be required to use a Trust Purchasing Card within an agreed value.

3.8 Responsibility for Physical Resources, Estates, Hotel Services

- 3.8.1 Responsible for ensuring all equipment is kept clean, in good working order and correctly maintained, advising the Facilities Site Manager promptly of any equipment which is unserviceable or dangerous.
- 3.8.2 Ensures all staff are trained in the use of equipment including motorised cleaning equipment and regeneration ovens.
- 3.8.3 Checks and maintains a full asset register for their areas of responsibility.
- 3.8.4 Responsible for ensuring hotel services staff provide safe and high quality cleaning services for staff, patients and visitors in ward, office and communal areas on a consistent basis.
- 3.8.5 Responsible for ensuring hotel services staff provide safe and high quality catering services for staff, patients and visitors on a consistent basis.
- 3.8.6 Responsible for ensuring an efficient portering service which meets staff needs.
- 3.8.7 Issues ID badges to staff and visitors as authorised.
- 3.8.8 In the absence of the Facilities Site Manager, has delegated responsibility for accessing to CCTV footage as required by senior management or the police.

3.9 Research and Audit

- 3.9.1 Assists in establishing and maintaining standards within Hotel Services to ensure the Trust maintains Hospitality Assured Accreditation and other such business excellence awards.
- 3.9.2 Carries out daily visits to clinical and non-clinical areas (across sites as required) to monitor services and check standards eg meal time monitoring, cleanliness, waste streaming etc. This may involve significant walking, bending/crawling and the use of step ladders.
- 3.9.3 Conducts technical and managerial audits as required by the Facilities Site Manager, developing, implementing and monitoring action plans in a timely manner to address areas of concern.
- 3.9.4 Collates and actions patients' issues notified on Comments Cards and updates the Facilities Site Manager as appropriate.
- 3.9.5 Participates in trials of equipment and consumables to ensure the most efficient products are being used by Hotel Services.

3.10 Staff Management, Training and Development, HR

- 3.10.1 Provides day-to-day management of Hotel Services staff, including work allocation and monitoring, appraisal (including objective setting and personal development planning), authorisation of leave, informal stages of sickness management, discipline, grievance and capability procedures. Assists the Facilities Site Manager in formal processes, providing accurate information as required.
- 3.10.2 Ensures staff remain up to date with mandatory and statutory training requirements.

- 3.10.3 Provides day to day guidance, advice and on-the-job training for all team members.
- 3.10.4 Participates in the recruitment and selection of Hotel Services staff and organises induction for new starters.
- 3.10.5 Participates in conducting risk and stress assessments as required.

4.0 Communication

- 4.1 Communicates in a way which recognises difference and ensures that people feel included and their individual communication needs are met.
- 4.2 Communicates with own staff and staff from other departments (e.g. maintenance, ward staff etc.) on day to day matters.
- 4.3 Resolves issues with suppliers and delivery staff in a professional manner.
- 4.4 Deals with sensitive staff issues which require tact and escalates as appropriate.
- 4.5 Leads team briefings which may include imparting or explaining complex information.
- 4.6 Communicates day to day operational issues which may be complex, to the Facilities Site Manager.
- 4.7 Discusses audit outcomes and action plans with the Facilities Site Manager.
- 4.8 Participates in Quality Improvement Systems meetings and Hotel Services Roadshows.
- 4.9 Communicates compassionately with patients and carers at all times, during incidental contact as appropriate and regarding specific issues e.g. complaints, Patient Focus Groups etc. Patients may be verbally aggressive.
- 4.10 Communicates in a professional and courteous manner at all times.

5.0 Analysis and Judgement

- 5.1 Investigates day to day problems raised by own staff and others and considers available options to provide a resolution in a timely manner.
- 5.2 Uses judgement in routine situations e.g. planning the rota, authorising leave, authorising orders of stock, resolving discrepancies with delivery companies etc.
- 5.3 Uses judgement when addressing staff issues.
- 5.4 Escalates issues as appropriate to the Facilities Site Manager.

6.0 Freedom to Act

- 6.1 Works independently using initiative within clearly defined policies and procedures.
- 6.2 Seeks guidance as required from Facilities Site Manager.

7.0 Personal Responsibilities

The post holder must:

- 7.1 Comply with the terms of the contract of employment, the Staff Compact and the Trust's Journey to Change.
- 7.2 Be aware of, comply with and keep up to date with all Trust Policies and Procedures and other communications relevant to the role.
- 7.3 Maintain registration with the appropriate professional body where applicable and comply with the relevant code of conduct and standards of professional practice.
- 7.4 Fully participate in management, clinical and professional supervision sessions relevant to the role, as required by the Trust.
- 7.5 Fully participate in annual appraisal and appraisal reviews.
- 7.6 Maintain up to date knowledge and competency in the skills required to perform safely and effectively in the role. Undertake relevant training (including statutory and mandatory training) and be responsible for personal development agreed with the line manager and in line with the requirements of the AFC Knowledge and Skills Framework.

8.0 General

The post holder must:

- 8.1 Comply with the Trust's Information Governance Policies and maintain confidentiality of information at all times in line with the requirements of the Data Protection Act.
- 8.2 Comply with the Trust's Health and Safety Policy and risk management procedures and report as necessary any untoward incident or hazardous event in accordance with local procedure.
- 8.3 Carry out the duties of the post with due regard to the Equality and Diversity Policy.
- 8.4 Comply with the Trust's Infection Control Policies as appropriate to the role.
- 8.5 Comply with the Safeguarding of Children and Adults policies and protocols as appropriate to the role.
- 8.6 Comply with the Supporting Behaviours that Challenge Policy as appropriate to the role.

9.0 Other Requirements

- 9.1 The post holder may be required to undertake duties not specified in the job description, but which are commensurate with the role and/or band as required by service need.
- 9.2 The post holder may be required to work in locations other than those specified in the job description as required by service need.

- 9.3 The post holder may be required to work flexible hours as required by service need.
- 9.4 There may be a requirement to change the job description in light of developing service needs.

10.0 Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • NVQ Level 3 or equivalent in a relevant subject • Food Hygiene Certificate Level 2 with willingness to achieve Level 3 and Level 4 within agreed timescale • Numeracy and Literacy to level 2 	
Experience	<ul style="list-style-type: none"> • Substantial experience supervising / coaching staff on a day to day basis • Experience of using IT software ie Microsoft Office 	<ul style="list-style-type: none"> • Experience of working in a mental health environment
Knowledge	<p>Working knowledge of:</p> <ul style="list-style-type: none"> • National Standards of Healthcare Cleanliness (within agreed timescale) • Health & Safety and COSHH • Knowledge of stock control <p>Basic knowledge of HR procedures</p> <p>Good understanding of confidentiality</p>	<ul style="list-style-type: none"> • Patient Led Assessment of the Care Environment (PLACE) • Knowledge of deep-cleaning procedures
Skills	<p>Able to demonstrate:</p> <ul style="list-style-type: none"> • Effective verbal and written communication skills in a range of situations • Ability to supervise / coach a team on a day to day basis and work constructively with team members • Able to prioritise and use initiative to problem solve effectively • Attention to detail • Rotas planning • Able to plan and deliver training to staff and assess competence • Safe moving and handling and use of appropriate lifting equipment 	

	<ul style="list-style-type: none"> • Safe, efficient and effective techniques in the following areas, producing consistently high standards: <ul style="list-style-type: none"> • Cleaning • Deep cleaning (within agreed timescale) • Use of motorised cleaning equipment eg floor scrubber, carpet cleaner (within agreed timescale) • Use of kitchen equipment • Preparation and serving of food • Use and cleaning of regeneration ovens (within agreed timescale) • Washing and ironing • Time management and ability to prioritise workload effectively • Breakaway techniques (within agreed timescale) 	
Personal Attributes	<ul style="list-style-type: none"> • Able to work in accordance with the Staff Compact and Trust Values and Behaviours • Able to use initiative • Able to work flexibly and co-operatively as part of a team • Committed to continual quality and service improvement • Committed to promoting a positive image of people with mental health conditions and learning disabilities • Committed to promoting a positive image of Hotel Services • Self awareness and committed to continual personal development 	
Other Requirements	<ul style="list-style-type: none"> • Ability to travel independently in accordance with Trust policies and service need • This post is subject to a satisfactory Disclosure and Barring Service check 	

JOB DESCRIPTION AGREEMENT SEFM008: v3: 20 January 2022

Post Holder

Sign..... Date.....

Print Name.....

Line Manager

Sign..... Date.....

Print Name.....

Print Job Title.....



Our Journey To Change key messages

It's really important that as we continue to raise awareness and embed Our Journey To Change we use key messages. They will help us to use a shared language to communicate consistently with everyone and to make sure that what we say is simple and human. The key messages below are for use in the communications we share and conversations we have about Our Journey To Change.

Key messages:

- Our Journey To Change sets out why we do what we do, the kind of organisation we want to become and the way we will get there by living our values, all of the time. To help us achieve this we have also committed to three big goals over the next five years.
- Our Journey To Change was created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation. We listened to every piece of feedback – and we will continue to listen.
- Through our conversations it was clear that the experience we provide to our service users, carers and colleagues was not consistently good and partners told us we weren't always easy to work with. We are committed to ensuring that we improve this experience for everyone.
- Change won't happen overnight but Our Journey To Change will be placed at the centre of everything we do and will inspire all actions and decision making at all levels, all of the time.
- This is our journey with you – it's important that everyone continues to be part of this.

Our values - key messages

- We are committed to co-creating safe and personalised care that improves the lives of people by involving them as equal partners. The most important way we will get there is by living our values, all of the time.
- Our values are respect, compassion and responsibility. They were created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation.
- Our values are:
 - respect – we listen, we are inclusive and we work in partnership
 - compassion – we are kind, we are supportive and we recognise and celebrate achievement
 - Responsibility – we are honest, we are always learning and we are ambitious.
- Our values are at the heart of everything we do.

Further information

Further information is available at www.tewv.nhs.uk/about-us/our-journey-to-change

There is also further information for colleagues on our internal staff intranet <https://intranet.tewv.nhs.uk/our-journey-to-change>