#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title **Assistant Hotel Services Manager –North**  Responsible to  **Hotel Services Manager – North**    Department(s): **Clinical Support Services**  Directorate: **Infrastructure & Support Services**  Operating Division: **NHS Ayrshire & Arran**  Job Reference:  No of Job Holders: **1**  Last Update December 2022 |
| 2. JOB PURPOSE |
| To assist with the operational management of Hotel Services providing a high quality and cost-effective service incorporating:-  Domestic// Patients Personal Laundry, Linen/Sewing, Uniform Distribution, Portering/Security, Gardens/Grounds, Stores Distribution,  To assist with the provision and management of Hotel Services across multiple sites within budgetary constraints and ensuring compliance with all policies, procedures, legislative and Health & Safety requirements, ensuring the delivery of cost effective, efficient services which underpin and support both clinical and non-clinical services.  Working with the Hotel Services Manager – North in the delivery of high quality non-clinical support services, which meet nationally set standards and legislative requirements, in support of direct patient care. |
| 3. DIMENSIONS |
| The Jobholder is responsible to the Hotel Services Manager –North and assists with the responsibility for the provision and operational management of   * domestic services * external contracts e.g. pest control, feminine hygiene, * Portering/Security * Gardens & Grounds   The post holder will be based at Ayrshire Central Hospital but is required to travel between sites and normally works predominantly Monday/ Friday but will be required to work out with regulated hours supporting staff working on shifts and also in the event of extraordinary circumstances e.g. floods  The post holder will be expected to deputise for the Hotel Service Manager –North as required to cover for absence, both planned and unplanned.  **Resource Responsibilities**  The Post holder will assist with management of the following resource   |  |  | | --- | --- | | **Portering/ Grounds/ Security** | | | Budget | £1,177,949 | | Staff | 31.58 – WTE | | Staff in post | 37 | |  | | | **Domestic** | | | Budget | £2,501,05 | | Staff | 85.6 - WTE | | Staff in post | 195 | |  |  | |

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| 4. ORGANISATIONAL POSITION |
| **Assistant Director – Estates and Support Services**  **Head of Clinical Support Services (North)**  **Hotel Services Manager**  **Service Compliance & Development Co-ordinators x2**  **Catering Manager**  **CDU Manager**    Assistant Hotel Services Manager - North  **(this post)**    **Head Porter**  **Domestic Supervisors**  **Porter Supervisor**  **Gardeners**  **Porter/**  **Drivers/Security**  **Domestic Assistants** |
| 6. KEY RESULT AREAS |
| **SERVICE DELIVERY**   * To assist the Hotel Services Manager in the delivery of efficient and effective Hotel Services to support the delivery of clinical services, providing evidence and relevant information to professional bodies to meet all legislative and Healthcare Improvement Scotland requirements e.g. Healthcare Environment Inspections, , Healthcare Acquired Infections, Environmental management * Assist in the co-ordination of all aspects of resourcing, including the recruitment and selection process, from advert to appointment, in order to maintain appropriate staffing levels, as well as assisting in the development of training programmes in line with service requirements. * Assist in the preparation and delivery of appraisal of performance, through auditing staff performance, facilitating in the implementation of Turas and compliance with all staff governance standards. * Assist the Hotel Services Manager in the provision of leadership planning, development and review process for directly managed staff, identifying development needs and facilitating training including succession planning. This will also include management and support for people on work placements for a variety of HR initiatives. * Promote the creation of a culture of attendance at work; provide support, ensuring the application of the Promoting Attendance Policy and Procedures, to meet NHS targets. * Can be first point of contact for complaints, accidents, incidents, disputes, and grievances, and in conjunction with manager take appropriate action/investigative action   Assist in the Management of the operational budget within financial parameters by monitoring, and reviewing spends, discussing concerns with the Hotel Services Manager to ensure effective use of resources. Assist in the delivery of agreed CRES (cash releasing efficiency savings) in discussion with the Hotel Services Manager   * Assist in the continual review of service development plans and capital schemes, identifying implications, for Hotel Services during the planning process, proposing changes to existing processes where necessary, ensuring legislative requirements are met. * Assist in ensuring service procedures are **i**n line with organisational policies and national standards through the use of internal and external systems including:- Facilities Monitoring Tool, Benchmarking etc. to facilitate national reports and internal informed decision making. * Assist with operational risk management to ensure the Hotel Services Department comply with Health & Safety legislation, including the completion of Datix, undertaking thorough accident/incident investigations, the development of safe systems of work and knowledge sharing of outcomes to reduce the likelihood of recurrence |
| 7a. EQUIPMENT AND MACHINERY |
| The jobholder must have knowledge of equipment/machinery/systems used by  Hotel Services staff in the execution of their duties.   * Computer keyboard/printer for use on a daily business * Car~~/~~ for transportation * Photocopier /Scanner for obtaining multiple copies of documents * Telephone/mobile phones/pagers * Alarms, personal and departmental |
| 7b. SYSTEMS |
| * PECOS/E-Financials system * Computer packages, e.g. * Word, Excel, PowerPoint, Access, e-mail, intranet, Internet. * Telephone /Paging * SSTS * Facilities Monitoring Tool * DATIX for incident reporting and management * Turas * LearnPro * Microsoft Teams * eESS * Jobtrain |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| The post holder operates within their delegated responsibility and has the discretion to prioritise own workload and is expected to use own initiative in judgement and decision making in areas of own expertise and also in the absence of the Hotel Services Manager Work may be assigned by Hotel Service Manager but can also be assigned by Head of Service/ professional lead.   * Review of work is by regular performance review against Personal Objectives and as part of the Performance review process against activity, budgets and quality indicators. * Progress is monitored annually through Personal Development Review |
| 9. DECISIONS AND JUDGEMENTS |
| Requires a level of autonomy for making decisions at operational level, within their area of delegated responsibility, using own judgement and initiative to anticipate problems/needs and highlight to Hotel Services Manager without being asked; resulting in the delivery of services which are accepted and understood by all Client Groups.   * The Jobholder is expected to be proactive with regard to problems and take steps to resolve any issues use own initiative and make decisions and judgements e.g, absence management and capability issues. * Use own initiative and judgement to make delegated decisions relating to staffing levels/hours of duty/ recruitment to ensure appropriate staffing levels are achieved within financial parameters, taking into account clinical needs and resources . * Required to meet the needs of the service by prioritising own and staff workload on a daily basis * Providing information to Hotel Services Manager to allow the collating of information which requires analysis to support recommendations to ensure informed decision making and best practice. * Assist in the evaluation and make recommendations for purchase of equipment that ensures best value for money whilst meeting the needs of the service. |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Supporting the delivery of cost effective quality services to meet the changing needs of the service. * Assisting with the delivery of often conflicting demands within very tight and   often changing timescales, still achieving the day-to-day workload across  multiple sites. .   * Assisting the Hotel Services Manager with any service change ensuring patient centred changes by ensuring all staff are informed and aware of corporate and directorate aims and objectives, departmental policies and procedures, through a range of communication routes * Assisting the Hotel Services Manager to work within budget constraints * Dealing sensitively with complaints from patients, staff and visitors * Dealing compassionately with staff in relation to bereavements; terminal illness; counselling; disciplinary matters; grievances * Dealing professionally with difficult situations relating to staff e.g. aggressive conduct / unacceptable behaviour. * Assisting in the updating of the Facilities Monitoring Tool to accurately reflect   any site changes e.g. wards moving/departments opening/room changes. |
| 11. COMMUNICATIONS AND RELATIONSHIPS |
| The post holder is required to communicate in a manner which creates a climate for open communication, co-operation and agreement and maintain communication links with the following examples:  ***Internal:***   * Director of Infrastructure and Support Services * Assistant Director of Estates and Clinical Support Services   Heads of Clinical Support Services / Professional Leads/Hotel Service Managers   * Heads of Departments, staff and staff-side representatives eg Complaints, grievances, * ACH General Manager * Estates eg: reporting faulty equipment / Fire Safety * Control of Infection Department eg: outbreak cleaning arrangements to prevent hospitals closing to admissions   Health and Safety Management/staff eg: Accident / Incident investigation,  Human Resources/Recruitment eg: promoting attendance / KSF  Occupational Health Staff /Staff Care eg: case conference  Finance depts. e.g. SSTS / Management Accountants  ***External:***  Contractors, eg Suppliers Representatives, Pest Control, Feminine Hygiene, Window Cleaners, Reviewers of services   * Linen Service Provider management, supervisors * Voluntary Organisations   External Auditors e.g. HEI Healthcare Environment Inspectorate, HAI |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS**  **OF THE JOB** |
| **PHYSICAL EFFORT/SKILLS:**   * Requirement to attend meetings, * Driving between sites and other venues for meetings etc. * Keyboard skills for report writing etc. |
| **MENTAL EFFORT/SKILLS:**  Concentration is required in carrying out the following duties:-   * Computing skills * Dealing with staff problems and unexpected occurrences, e.g. staff shortages, bereavements, * Dealing with staff’s individual needs * Ability to switch effectively and efficiently from one duty to another upon   demand and constantly deal with interruptions   * Working within strict time-scales and to deadlines * negotiating skills   **EMOTIONAL EFFORT/SKILLS:**   * Required to communicate empathy and sensitivity by supporting staff during stressful and highly emotional circumstances, e.g. counselling, grievance, illness domestic crisis, and personal problems * Dealing with distressed staff that may be highly emotional and stressed in a   calm, empathetic and sensitive manner i.e. dealing with staff with difficult family circumstances, disciplinary and grievance matters   * Responding to continual change and ensuring deadlines and budgets are met. * Influencing change and differing attitudes of staff who demonstrate resistance which can be stressful in particular when trying to make changes to daily duties/routines. * Ability to maintain professionalism and not be provoked by displays of abusive   or disrespectful behaviour  **ENVIRONMENTAL DEMANDS:**   * Mainly office based but required to be mobile across the board area and will   enter a number of clinical and non –clinical areas.   * Occasional exposure to highly unpleasant working conditions, e.g. exposure to bodily fluids during audits, witness to waste spillage, physically cleaning as necessary in times of staff shortage or emergency on call. * Exposure to dust/dirt/noise |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * To be educated to Degree level or equivalent experience gained through formal appropriate training courses, underpinned by a high level of expertise and significant experience in Supervisory Management capacity, including management of diverse workforce, preferably within a large organisation. * Experience of industrial cleaning, preferably within a healthcare setting * Excellent organisation and people skills * Food Hygiene Regulations   Knowledge of :   * NHS Scotland Cleaning Specification * Awareness of Caldicott Guidelines (confidentiality) * Health & Safety Regulations e.g. Risk Management, COSHH, Fire Safety, Moving and Handling, Violence & Aggression, etc * Standard Infection Control Guidance * Audit processes and desired outcomes   Skills in:   * Microsoft computer packages i.e. word, excel etc. * Supporting staff at difficult times * Communication/Negotiation * Complaints procedures * Time management * Highly developed interpersonal skills (Customer/Client relationships) * Full Driving License * Interviewing skills – recruitment & selection * Ability to reason and interpret from varied sources of information * Investigating for Datix reviews * Developing work schedules and standard operating procedures |