

**AGENDA FOR CHANGE  
NHS JOB EVALUATION SCHEME  
JOB DESCRIPTION TEMPLATE**

**1. JOB IDENTIFICATION**

**Job Title:** Hotel Services Supervisor

**Reports to:** Nursing and Care Home Manager/Hotel Services Support Manager

**Department, Ward or Section:** Hotel Services, Facilities Department

**Operational Unit/Corporate Department:** North Highland

**Job Reference:**

**No of Job Holders:** TBC

**Date:**

**2. JOB PURPOSE**

To lead, supervise and organise Hotel Services staff in order to deliver comprehensive services.

The postholder will:

Assist the Nursing & Care Home Manager/Deputy Manager/Hotel Services Support Manager in the support/delivery of resident/patient care by Hotel Services Staff.

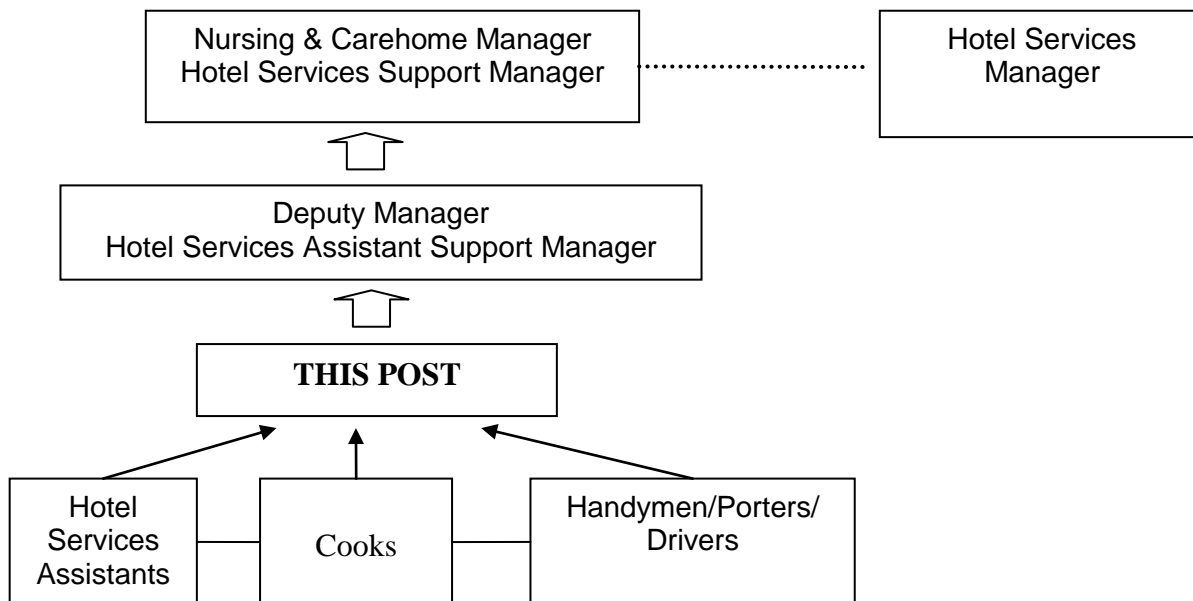
Work within available resources while ensuring compliance with the NHS Scotland National Cleaning Services Specification, Food, Fluid and Nutritional Care Standards & Waste Regulations.

**3. DIMENSIONS**

North Highland is responsible for planning, delivering and monitoring health services in the areas of Lochaber, Lochalsh, Wester Ross, Caithness & Sutherland. There are 2 Rural Hospitals, 6 Community Hospitals, 12 Care Homes, 1 Nursing Home, Mental Health and Learning Disability Services.

The Hotel Services department works as part of a multi disciplinary team, delivering a high standard of Catering, Cleaning & Portering services. Staff must be flexible, adaptable and work to support other staff.

#### 4. ORGANISATIONAL POSITION



#### 5. ROLE OF DEPARTMENT

##### **Domestic**

Provision of a cleaning service within wards & departments in a Care Home/Hospital/Healthcare setting, whilst working closely with ward department staff to ensure high quality service provision. ensuring observance of Regulations and Practices in accordance with local/national policies and procedures

##### **Catering**

Operating 15 hours a day, 7 days a week, 52 weeks a year -. Our dedicated team ensures that all meals are produced within an atmosphere where high standards of hygiene are not only demanded but are both consistently practised & audited on a daily basis.

##### **Portering/Handymen/Driver**

Responsible for patient movement, laundry, meals and waste collections to appropriate areas within Home/wards and departments. The removal of deceased and the care of patients during transfer.

The collection, segregation and safe disposal of Clinical, Chemical, Household waste, they are also directly responsible for the delivery and collection of all community equipment.

## **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES**

1. To be responsible for the smooth operation of the departments delegating duties as necessary.
2. Ensure all legislative hygiene and safety regulations are met through supervision and application of NHS Highland Food Safety Manual, Catering Operation & Procedures Manual, National Cleaning Specifications of Scotland, Waste Management policies & procedures, Control of Infection Policy.
3. Maintain through supervision and instruction regimes which comply with legislation, national and local standards.
4. Train new and existing staff in procedures and work practices so as to ensure all competent in their duties, ensuring all staff training is up to date.
5. To be involved in supplies procedures including purchasing, control of stock and administrative systems.
6. Staffing:
  - (a) Arrange work rotas, approve annual leave, SSTs.
  - (b) Involvement in staff welfare, counselling and discipline as appropriate.
  - (c) To be involved in interviewing of all staff along with Nursing & Care Home Manager/Support Manager - Hotel Services.
  - (d) Developing and motivating staff to deliver and maintain patient/resident centred services.
  - (e) Organising staff training.
  - (f) Ensure KSFs/PDPs are in place for all staff groups.
  - (g) Completion of Staff Timesheets into SSTs.
7. Adhere to security procedures regarding premises, keys, equipment and materials.
8. Responsible for Security within department.
9. To ensure compliance with manual handling, risk assessments, COSHH, Fire Safety, Control of infection.
10. To be involved in emergencies and major incidents as necessary.
11. To be involved in problem solving and handling of conflicts.
12. Working within budget.
13. To be involved in the daily duties when required as a working supervisor

## **7a. EQUIPMENT AND MACHINERY**

Industrial Machinery, for example, Vacuum cleaners, scrubber driers, carpet washers, water extraction machinery, Combination Ovens, Dishwashers.

Colour Coded Equipment for Cleaning.

Refrigeration Equipment.

Pager, Mobile Phone, Computer, Printer, Fax, Photocopier.

Moving and Handling Equipment.

Vehicles – Car/Van.

## **7b. SYSTEMS**

Completion of orders through Procurement, maintaining records, forwarding documentation to finance, ensuring standing financial instructions are followed.

Maintaining records of all HACCP regulations, i.e. fridge and freezer temperatures, patient/staff food temperatures.

Ensuring Food Assurance Manual, National Cleaning Specifications & Waste Regulations are adhered to.

Completion of Catering Audit on a quarterly basis, quality questionnaires.

Undertake Quality Care System for Domestic Monitoring is implemented and adhered to – compile reports/action plans as necessary.

Completion of all paperwork relating to maintenance of staff records – New Entrant, Change and Termination Forms, Annual Leave Records, Personal Files, etc.

Be Involved with HAI Audits.

Completion and authorisation of Pay Sheets before forwarding to Pay Unit (SSTS).

## **8. ASSIGNMENT AND REVIEW OF WORK**

- Work is determined by daily service requirements.
- Performance Review with Nursing & Care Home Manager/Deputy Manager /Hotel Services Support Manager.
- Random Audits – Control of Infection, Waste Management, and employee compliance with SOPs.
- Financial reports agreeable to Nursing & Care Home Manager/Deputy Manager /Hotel Services Support Manager.
- Participation in National initiatives at local level e.g. Food Fluid & Nutrition, Infection Control.
- Deadlines will be determined by Nursing & Care Home Manager/Deputy Manager /Hotel Services Assistant Support Manager.

## **9. DECISIONS AND JUDGEMENTS**

- Day to day supervision and instruction of staff.
- Maintaining service delivery within services – re rostering as necessary at short notice.
- Purchasing supplies using expertise, ensuring availability of products at all times.
- Problem Solving.
- Basic fault finding in Equipment prior to contacting Estates.
- Setting Stock levels and Auditing on a Quarterly basis.
- When to seek advice from Nursing & Care Home Manager/Deputy Manager /Assistant Hotel Services Manager.

With assistance of Hotel Services Manager:

Recruiting and retaining suitable staff within a competitive environment market whilst meeting set standards and providing high quality services.

Supporting staff in maintaining service delivery whenever staff shortages.

Staff management.

## 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Leading and Organising the smooth operation of the team.  
Maintaining service delivery 365 days of the year.  
Balancing conflicting priorities.  
Working with parameters of national and local policies and procedures.  
Managing difficult / demanding situations (e.g. aggressive complainants, staff).  
Responding within strict deadlines.  
Maintaining sound knowledge of Hotel Service Management Structures and relating structures within NHS Highland.  
Ability to constantly react to changing circumstances and prioritise the competing demands.  
Managing time effectively, prioritising work on a daily, hourly basis to meet competing demands.  
There will be no cover for the postholder during periods of annual leave and sick leave, meaning a backlog of work on return.  
Demanding workload due to constant changes.  
Continuous disturbance which affects the prioritisation of workload.  
Lack of supervision.  
Dealing with last minute/late submission of various data requests needed to meet deadlines.  
Dealing with staff issues/problems.

## 11. COMMUNICATIONS AND RELATIONSHIPS

### **Internal:**

Liaise with payroll officers in regards to staff pay query's and resolving through discussion with NHS Payroll or SSTS Teams, notifying staff of any issues, may have to deal with situations where staff have not been paid and you would be expected to problem solve.

Liaise directly with stores, responsible for ensuring all relevant stores paperwork is in order and filed.

Arranging appointments for staff members through Occupational Health as requested by Nursing & Care Home Manager/Deputy Manager /Hotel Services support manager, ensuring reports are filed as appropriate.

Liaise directly with NHS Finance departments as and when required in regards to monthly debtor's requests and recharges.

Delivery of Training to Hotel Services Departments when requested by Nursing & Care Home Manager/Deputy Manager /Hotel Services Support Manager.

### **External:**

External Suppliers.

Sales Reps.

Local Authorities.

Regulatory Bodies.

Contractors.

Requirement to tailor communications to the different audiences, e.g. Hotel Services Staff, Nursing, Consultants.

Recognising that there is no single audience, but rather different audiences, with different needs and

perspectives, is critical.

Dealing with challenging situations e.g. performance management, disengaged staff.

Dealing with differing priorities e.g. between Nursing and Hotel Services Staff.

Keeping calm under pressure.

Providing alternatives as required.

Ability to demonstrate empathy e.g. when dealing with staff illness.

Listening.

Non verbal and body language.

Questioning.

Verbal.

Written.

## **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

The postholder requires a flexible approach to work – requires variation from normal working.

### **Physical Skills**

Driving a car.

Keyboard skills and Good Knowledge of IT Packages, e.g. Excel.

Use of a range of Hotel Services Equipment equipment to allow for the demonstration in the safe use of the equipment.

Manual Handling Skills.

### **Physical Effort**

Sitting at PC and typing for prolonged periods.

Working at High and Low levels e.g. placing items into filing cabinets or shelves.

Carrying storage boxes containing files for archive.

### **Mental**

Ensuring Deadlines are met

Concentration required when processing rotas and ongoing training etc.

Dealing with the unpredictable day-to-day demands of a busy service i.e. responding to phone calls/complaints where there may be a range of possible outcomes/solutions.

Dealing with the sometimes conflicting demands of assisting in the management of a multi-functional service.

Maintaining service delivery whenever staff shortages.

Delivering and sharing information with staff which can be of a sensitive nature

Being able to reassure staff by dealing with and answering their questions.

### **Emotional**

Having to deal with staff personal problems, disciplinary,

Dealing with antagonistic, aggressive patients, staff and visitors sometimes in distressing and emotional circumstances.

### **Environmental**

Continuous use of Visual Display Equipment.

Working in a warm environment.

### 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Intermediate Food Hygiene Certificate (or agreement to work towards).
- SVQ Level 3 or equivalent qualification in Hospitality Management or Equivalent.
- Knowledge of NHS Highland Food Assurance Manual.
- Knowledge of National Cleaning Specifications.
- Knowledge of NHS Highland Waste Management Regulations.
- Knowledge of Health & Safety Regulations, COSHH, Control of Infection, Risk Assessments.
- Knowledge of NHS PIN Policies & Procedures.
- Ability to work unsupervised.
- Ability to meet deadlines.
- Ability to organise and train others.
- Excellent computer skills and experience with Excel and Word packages.
- Previous experience with supervising teams.
- Experience with staff rota management and working to budget.
- Ability to take responsibility with minimal supervision.
- Excellent communication skills.
- Ability to work under pressure.
- Ability to be flexible and adaptable.
- Access to transport
- Confidentiality.

### 14. JOB DESCRIPTION AGREEMENT

I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.

Job Holder's Signature:

Manager's Signature:

Date:

Date: