

### Job Description

**Job Title:** Host

**Hours:** TBC

**Reporting to:** Hospitality Services Manager

**Base:** Care Home based

### Job Purpose

To be part of an inspirational and pioneering team establishing our care home business and delivering our vision to *“create a world where everyone feels special”*.

Responsible for: -	Person Specification
<ol style="list-style-type: none"> <li>1. Support the Head of Hospitality and other Catering staff to deliver all catering services throughout the home, ensuring resident choice, dignity, confidentiality, and safety are maintained.</li> <li>2. Provide feedback to the Head of Hospitality about complaints and compliments from residents and visitors on the food and service in the home. Address complaints promptly and report them to the Head of Hospitality.</li> <li>3. Maintain full awareness of menu content, service procedures and any other relevant information.</li> <li>4. Deliver prepared food from the kitchen to the dining room or appropriate area and serve meals to residents in a pleasant and friendly manner.</li> <li>5. Maintain a clean and tidy working environment at all times. Clean the dining room following meals and ensure that all cutlery, crockery, table linen and utensils are returned to the kitchen for washing up.</li> <li>6. Reset tables, tidy work areas and prepare the food service areas for the next service.</li> <li>7. Comply at all times with the required standards and operating procedures.</li> </ol>	<p><b>Skills and Knowledge</b></p> <ul style="list-style-type: none"> <li>• A least one years’ experience in food service.</li> <li>• Ability to communicate and manage interpersonal relationships.</li> </ul> <p><b>Behaviour</b></p> <ul style="list-style-type: none"> <li>• A friendly and cheerful disposition</li> <li>• Team player, decisive, self-motivated, proactive, flexible, and adaptable</li> </ul>

8. Advise the Head of Hospitality and Care Team concerning any changes in a resident's dietary habits, in particular reporting and noting any instances where a resident refuses food.

9. Participate in events held at the Principle Care Home.

10. Attend initial and update mandatory training as required. Actively engage in personal professional supervision including quarterly one-to-one meetings and a yearly performance review, ensuring personal professional knowledge and competency is maintained.

11. Work flexibly within contracted hours to ensure resources are used efficiently, covering alternate weekends to ensure fairness to the team and, where chosen, sign an opt-out clause under Working Time Directives.

12. A staff uniform policy should be adhered to at all times.

#### **Health and Safety**

1. The post-holder will maintain their personal responsibilities under Health and Safety at Work Regulations, and compliance with the company Health and Safety Policy, ensuring safe working practices and the recommended storage of equipment, including but not exclusive to:

Control of Substances Hazardous to Health, Electricity at Work Lift & Lifting Equipment

Manual/Object Handling

Gas Installation & Use

Provision and Use of Work Equipment

Fire Precautions

Personal Protective Equipment

Legionella/Water Treatment

Waste Management

Reporting of Injuries, Diseases & Dangerous Occurrences Regulations.

2. Appraise and assess measures used to prevent infection control hazards, considering the individual nursing, social, physical, and psychological needs of the resident.

3. Follow and report all concerns and incidents in line with the company incident reporting and whistleblowing procedure, including safeguarding adult's procedures.

<p>This job description is not prescriptive; it merely outlines the primary aims and tasks and responsibilities which may evolve and change over time. Any changes will be made in consultation with the job holder and in agreement with the Senior Management Team.</p>	