

JOB DESCRIPTION

Job title: Hospitality Services Manager **Hours:** 37.5 hours per week
Reporting to: General 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
<ul style="list-style-type: none">• Ensure that effective working practices to deliver high standards of service are adopted within all areas of hospitality including activities/events, housekeeping, food and beverage services and reception.• Maintain high standards of cleanliness and aesthetics throughout the home environment including the garden and outdoor areas.• Follow the Standard Operating Procedures to consistently deliver Principle Care Homes brand standards throughout the home.• Ensure that all work is planned, prioritised, and delegated effectively to accommodate the resource and skill base of the team.• Link the operational day to day management of the home with the corporate objectives.• Lead by example by demonstrating what good looks like to ensure that your team have clear expectations of their role.• Exceed customer expectations by closely monitoring service levels within the home that are delivered by your team.• Manage resident expectations by effectively communicating via forums and entering into daily conversations with residents regarding the hospitality service levels at the home.• Ensure that all home literature is up to date regarding applicable resident services. <h3>QUALITY ASSURANCE</h3> <ul style="list-style-type: none">• Participate in all areas of the dining experience ensuring that a premium catering service is provided – certifying that food tasting is undertaken daily.• Spot check sufficient bedrooms and communal areas on a daily basis to satisfy that robust housekeeping standards have been adopted.• Undertake all relevant audits, monitoring and governance in your associated areas of work.• Review outcomes of all audits to identify trends and themes providing timely and relevant feedback.• Manage resolution of home complaints and issues with residents, team, and external stakeholders in line with policy.• Report and investigate any accidents/incidents as applicable. <h3>STAKEHOLDER MANAGEMENT</h3> <ul style="list-style-type: none">• Represent the home's best interests at internal and external meetings with key stakeholders.• Form part of the duty management rota and be an ambassador of the home taking collectively accountability for the overall service.	<h3>SKILLS AND KNOWLEDGE</h3> <ul style="list-style-type: none">• Industry relevant qualifications or equivalent• Basic numeracy and literacy skills• Local market knowledge• Understanding of Hotel & Care industry standards, policies, and procedures• Cultural awareness <h3>BEHAVIOUR</h3> <ul style="list-style-type: none">• Ability to plan and prioritise.• Flexible and adaptable• Attention to detail.• Excellent personal presentation skills• Ability to work under pressure

- Build relationship with residents, relatives and friends championing an excellent person-centred customer experience for all.
- Engage with relevant societies, clubs, groups, or individuals that can support the home on an ongoing basis.
- Effectively manage third party service level agreements within the home.

PEOPLE MANAGEMENT

- Oversee the recruitment and ongoing performance management of your team resulting in the appropriate skill level being allocated to meet the needs of the business.
- Ensure that rota planning within your remit is appropriate (within budget), fair and effective to achieve high service levels.
- Provide and create learning and career development opportunities in the resident experience functions.
- Co-ordinate annual leave management.
- Own the continued competence / compliance for immediate direct reports and extended teams.
- Ensure that your team have sufficient forums to discuss their role and ways of working, plan and execute regular supervisions and appraisals. Listen and act on team's feedback.

BUSINESS PLANNING

- Coordinate the day-to-day delivery of home improvement projects as defined within the home's improvement plan.
- Manage associated costs within the assigned budgets.
- Identify commercial opportunities within your department and adopt efficient ways of working as best practice.
- Keep up to-date with trends in home care and hospitality, understanding the impact on resident care.

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.

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.