**Job title:** Hotel Services Manager

**Responsible to:** Food and Services Director

**Accountable to:** Food and Services Director

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**Our Values**

## Fulfilling Lives is our core purpose

## Every one of us makes a difference is the belief that drives us

## Caring, Passionate and Teamwork are the values that underpin everything we do

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## Job Summary

The job holder will play a significant role within the Hotel Services team who collectively are responsible for assisting operations in delivering excellent standards of hotel services hospitality to our residents across all Care UK’s residential homes.

The role is expansive being involved in the process of innovation for creativity, implementation and commercial delivery of the hotel services Food Framework and Dining with Dignity strategy across food, beverages and residents meal time experience.

The role also includes responsibility assisting our homes in delivering best in class for laundry, housekeeping and waste management. The job holder will be required to travel extensively across the relevant region/s and at times the country which will include some overnight stays when assisting the wider Hotel Services team.

The job holder must maintain standards as required in adherence to the Company’s policies and procedures.

### Key Responsibilities

**•** To ensure the Hotel services strategy is implemented and standards are maintained as agreed by the senior operations team

• To ensure the homes are preparing menus that deliver food for the residents needs. Taking into account into any dietary requirements be that religious, ethnic or cultural this will include intolerance specific and the provision of texture modified diets. You will ensure the content as outlined in the Food Framework is being adhered to

• Ensure the homes are delivering the mealtime experience as outlined within the Dining with Dignity Framework

• To undertake six monthly kitchen and housekeeping audits

• Co-ordinate and/or deliver all centrally identified training courses working with supplier partners and external consultants as applicable

• Manage and approve the repair or replacement of all key hotel services equipment

• Working with Procurement manage all food and non food suppliers in terms of agreed service levels

• Assist home managers in the recruitment of Head Chefs

• To review kitchen staff skills and identify training required

• To ensure that all catering, cleaning and laundry consumables are ordered from current nominated suppliers in line with Company purchasing policy.

• To assist Kitchen teams to ensure they have full understanding of the residents daily spend budgets and advise them on menu planning to ensure these budgets are adhered to

• To work within agreed budget guidelines on staff costs and consumables and to co-operate in any action necessary so as to keep to budget.

• To ensure procedures are in place to enable the laundry and housekeeping to run effectively within the home.

**Safeguarding of Vulnerable Adults / Mental Capacity Act**

To complete training on Safeguarding of Vulnerable Adults and the Mental Capacity Act and be able to understand and implement SVA and MHA policies and procedures taking responsibility for reporting any safeguarding concerns to the senior person on duty or on-call RD

### Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
* To ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company’s ISO27001 accreditation.  This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

* This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.
* This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

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| **Name of postholder** |
| **Signature**  |
| **Date** |

##### Person specification

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| **Criteria** | **Essential** | **Desirable** |
| Qualifications | * Food related qualifications (craft or technical) HND, City & Guilds or NVQ L3
 | * 5 GCSE, including English and Maths
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| Experience | * Significant experience in a senior supervisory role within food and hospitality
 | * Knowledge of house keeping
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| **Technical Skills** | * Food innovation
 | * Purchasing and training
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| **Personal Qualities** | * Builds effective and credible relationships both internally and externally
* Works collaboratively with others sharing ideas and information at all times
* Has the ability to delegate stretching responsibilities to develop people
* Effectively builds trust with a consistent approach between actions and words
* Has the ability to raise standards through innovation and new ideas
* Will take responsibility for issues and resolve them
* Flexible and adaptable approach to work
* Self-motivated, flexible and enthusiastic approach to work
* Works collaboratively with others sharing ideas and information at all times
* Effectively builds trust with a consistent approach between actions and words
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