

Job Description

Company name: AGH Solutions Ltd

Job title Hostess and Housekeeper Supervisor, Band B

Job title	Hostess & Housekeeper Supervisor
Department/Section	Catering
Main purposes of job	<ul style="list-style-type: none"> • To lead a team and ensure high standards of patient, restaurant, and retail services within designated locations on the site at all required times. • To communicate with staff, colleagues and service users taking corrective action where appropriate. • Contribute to the delivery of a quality catering service in accordance with specification standards. • To Promote a Just Culture. • To ensure that all patient meal requirements are ordered in a timely manner by staff at ward level and that all patient meal requirements are accurately assembled and delivered in a timely manner • Assisting with Hospitality and delivery of hospitality to users. • To ensure the provision of the Hostess and Ward Housekeeping Services are provided to the standard required • In line with National Cleaning Standards (NCS) ensure the provision of a safe, hygienic environment for patients and staff • To communicate effectively with team, work colleagues, and visitors throughout the process of delivery of the service and at all times respecting dignity and confidentiality
Key tasks Accountabilities or “what you have to do”	<ul style="list-style-type: none"> • To ensure that all duties are carried out as instructed in-line with the requirements of PLACE of Audit and that all staff are aware of their responsibilities for this. • Ensure all food safety legislation, processes and procedures are compliant at ward level • Exchange information with Hostess and Housekeepers in relation to rotas, catering service and training matters.

	<ul style="list-style-type: none"> • Ensures own and teams compliance with policies and procedures • Completion of own mandatory training and relevant departmental training • Ensures Catering Team Members complete mandatory training and all departmental training • Attend all necessary site meetings. • Day to Day management of Hostess and Housekeepers / Catering Assistants to ensure all staff adhere to all policies and procedures. • To carry out food safety audits and ensure that failures are dealt with in line with the legislation • To check and ensure that the equipment is in safe working order, and report any defects to works department using the correct procedure • To ensure that all staff carry out their duties using approved procedures and only the materials and equipment provided by the department, in a safe economical manner and are following training at all times • To investigate immediately any incidents which occur and ensure that they are recorded and reported accurately and promptly to the Catering Services Manager • Completion of daily work records, annual leave, staff rotas and timesheet authorisation including staffing issues, and reorganise service delivery at short notice to ensure standards maintained. • Take part in equipment and materials trials • To carry out staff yearly performance reviews, and address and issues arising from the review • Completion of Back to Work and Stage 1 sickness meetings in line with policies and procedures • To carry out staff probation reviews • To complete and develop staff performance review plans where needed • Checking and sign off due diligence, reporting areas of concern or failures to Catering Services Manager. • Ensure all near misses and accidents are reported within 24 hours. • To maintain good customer/patient and colleague relations at all times. • Mentor and coach new employees and to support the induction process. • To carry out daily huddles with your teams. • Monitor patient survey results • Carry out a weekly observation audit on Patient Services and complete report for Catering Services Manager. • Act as Allergen Champion. • To maintain records and carry out all necessary temperature checks as directed. • To report any compliments, complaints or incident of theft, fire, accident, loss, damage or other irregularity and take such action as is necessary or practicable.
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	<ul style="list-style-type: none"> • Line management responsibility for the Catering staff including all training, appraisal, first line disciplinary, counselling and absence action. • Act as responsible person on shift • General assistance with associated administration duties. • Completion of work records and probe calibration • Complete Huddles to Catering Team • Work completed in line with schedules and time scales • Target % as per NHS Framework for audits achieved • Report any adverse events to line manager and completion of on line reporting system • Patient Satisfaction surveys show no incidents / concerns regarding service • No issues raised via PALS • Any other reasonable request as directed by manager or senior
Health and Safety	<p>You are required to co-operate with supervisors, managers, and other employees to achieve a healthy and safe environment, to take reasonable care of your own health and safety and that of other persons who may be affected by your actions, to carry out your responsibilities in ways that help ensure a safe and healthy place of work. In the course of your work you are to bring to the attention of your supervisor/manager any situation, which reasonably could be considered to represent a serious or immediate danger to the health and safety of any person.</p>
Manual Handling	<ul style="list-style-type: none"> • Take care of their own safety and others who may be affected by their actions or omissions. • Adhere to AGH Solutions and department of health and safety policies and use any equipment of personal protective equipment provided to ensure safety. • Co-operate with their managers to maintain safe systems and safe workplaces. • Report any accidents/incidents or ill health's, failings in premises equipment understand and accept the responsibilities and duties of the post. • Not interfere with any equipment provided to ensure Health and Safety, or personal protective equipment • Not to attempt to carry out tasks or repairs beyond their competence.
Communication and Relationships	<p>Able to communicate effectively with patients / relatives and Trust staff at all levels effectively.</p> <p>Ability to work effectively as part of a team</p>
Reporting to	Catering Services Manager

Person specification

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Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none">• GCSE Maths and English at grade C or above	<ul style="list-style-type: none">• IOSH Managing Safely Level 3• Level 3 Food Hygiene certificate• Customer Service training / qualification
Skills/competencies	<ul style="list-style-type: none">• Computer literate in excel and word• Ability to plan & organise own workload to a high standard as well as work as part of a team• Effective communicator• High attention to detail• Able to use own initiative• Ability to follow written and verbal instructions	
Knowledge	<ul style="list-style-type: none">• Good knowledge of Health & Safety and Food Safety practices• An understanding of Confidentiality• Knowledge of allergens and allergen management• Knowledge of catering and hospitality best practice	<ul style="list-style-type: none">• Understanding of Information Governance• Knowledge of HACCP• Knowledge of NHS PLACE• Understanding of NHS Framework of Audit
Experience Required	<ul style="list-style-type: none">• Experience of working in a catering environment• Experience in dealing with customers and handling complaints• Experience of working with	<ul style="list-style-type: none">• Working in a healthcare / hospital setting

	allergens and best practice <ul style="list-style-type: none"> • Experience of working with the public / customers • Experience of working to schedules, procedures and deadlines • Previous Supervisory Experience 	
Personal qualities	<ul style="list-style-type: none"> • Motivation to provide a high standard of service • Proactive approach • Positive attitude • Flexibility and Adaptability • Honesty 	

	<p>I understand and accept the responsibilities and duties of the post.</p> <p>Signed by member of Staff</p> <p>Date</p> <p>Signed by Manager</p> <p>Date</p>
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