

Job Title:	Hotel Services Team Leader
Reports to (job title):	Hotel Services Manager
Line Manager to:	Hotel Services Assistants

Job purpose

Hotel services provides a fully managed and supported variety of cleaning, portering, and catering operations to all HCRG Care Group service users, residents, staff, visitors, and the public within HCRG Care Group, including hospital wards, health centres and offices.

The Hotel Services Team leader will have day-to-day supervisory responsibility for cleaning services across St. Martin's and Paulton Hospitals. The role is also responsible for carrying out of Monthly National Cleaning Audits and gathering feedback throughout HCRG Care Group by promoting cleaning standards and compliance in the workplace. The post holder will support the Hotel Services Manager to ensure the standard of service and quality not only are of the highest level for service users but fall within government guidelines and initiatives.

The service is required to produce documented evidence on a regular basis to various levels of the organisation to assure the Board and other external agencies that legislative, mandatory, and local determinants are met. This will include assurances that Infection Control protocols are properly met and that cleaning and catering best practice models are adopted.

Key responsibilities

In this role you will:

Communication

- Maintain effective working relationships with colleagues within the organisation. Work with managers and senior practitioners to ensure that statutory and other timescales for tasks are achieved. As well as close communication, support and guidance to the service delivery teams.
- Required to communicate at all levels of the organisation, written and oral, to ensure service demands are met and maintained.
- Attend and actively contribute to a range of meetings to represent the Facilities function as required.

- Maintain effective communication with line manager to ensure that tasks are prioritised and resourced effectively.
- Communicate and meet with Ward Managers/Supervisors to create action plans for resolving any cleaning/compliance issues and the subsequent monitoring of progress.

Analytical/Judgmental

- The post holder is required to use his or her personal judgement to escalate or refer issues to colleagues/managers within the guidelines provided by their line manager.
- Deal effectively with routine situations without further escalation (within the guidelines provided).
- Create data sets and KPI's to analyse cleaning standards at HCRG Care Group sites including comparative information on a year-on-year basis.

Human Resources

- Supervise cleaning teams, ensuring they are trained to a high standard and attend all mandatory training.
- Draw up rotas and allocate annual leave and sickness ensuring adequate cover is provided within the budget line set by the Hotel Services Manager.
- Monitor sickness absence and performance of staff in accordance with agreed policies and or departmental procedures. Enter sickness absence on I Trent portal system.
- Complete 1:1's, Staff Appraisals and Return to Work meetings.
- Attend statutory and mandatory training as required.
- Maintain a high standard of personal development.
- Participate and contribute to supervision sessions with line manager.
- Attend and contribute to team meetings.
- Ensure effective induction and training of new staff.

Health, Safety & Security

- Adhere to the organisation's policies and procedures in relation to health and safety.
- Assist in maintaining the health and safety of self and others.
- Report any concerns or issues regarding maintenance, pest control, deep cleaning, window cleaning to the relevant helpdesk and management team.

Policy and Service Improvement

- Gather information/feedback from patients, residents, service users to drive forward service improvements and report suggestions made by service users and visitors to line manager.
- Participate in service development projects/initiatives as requested by line manager.

Audit/Research & Development

- Carry out monthly cleaning audits in line with National Standards and CQC criteria, liaising and advising managers of any findings. Hotel Services colleagues to receive feedback and documentation to complete and return, in order to aid improvements. Monthly results to be sent to line manager to report to the board.

Quality

- Maintain the quality of own work and support direct reports and colleagues to do the same.
- Contribute to the improvement of quality in own service area by reporting and resolving issues and making suggestions for improvement to the Hotel Services Manager.

Freedom to Act

- Be proactive in highlighting areas of concern with the Hotel Services Manager and act accordingly (within the guidelines of the organisation and under the guidance of line manager).
- Adhere to the organisation's policies and procedures.
- Deal with routine matters within the guidelines provided by line manager and escalate non-routine issues to colleagues/managers as appropriate.

Equality, Diversity and rights

- Act in ways which support and promote equality, and value diversity in own work.
- Challenge bias, prejudice, and intolerance if appropriate.

Planning and Organisational

- Prioritise own workload on a day-to-day basis and advise line manager of movements.

Responsibility for Financial and other Physical Resources

- Oversee the ordering of cleaning supplies and laundry, to ensure appropriate stock levels are maintained.

Information Resources

- Operate and maintain a range of statutory, regulatory, and corporate business processes and systems as required.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • Accountability • Involve • Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken

by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

Job Description

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

Qualifications

Functional Literacy and Numeracy level 2 / GCSE grade A-C or equivalent including English Language and Maths or the equivalent level of professional experience.

Knowledge & Skills

- Comprehensive administrative skills
- Good communication skills, both written and verbal.
- Ability to supervise and work with a team, within the wider organisation.
- Ability to develop and work to structured systems and processes.
- Ability to work to own timescales with good organisational skills.
- Computer literate.
- Experience of undertaking audits and presenting results.
- Have an understanding of health and safety in the workplace.
- Ability to evaluate a situation and determine a course of action based on experience, guidelines or operating procedures.
- Experience and understanding of audits and information governance.
- Ability to work with discretion, sensitivity and maintain confidentiality.

Experience

- Previous work experience in a similar setting (minimum 1 year).

Personal Attributes (demonstrable)

- Reliable.
- Flexible.
- Able to contribute to the changing demands of the service.
- Willing to undertake training relevant to the post.
- Ability to supervise and work within a team.
- Demonstrates a diplomatic caring attitude.

Desirable

- Educated to AS / A Level standard

Job Description

- NVQ3, VQ3, progression diploma / BTEC awards at level 3 / International Baccalaureate
- Experience of health and safety at work.
- Experience of presenting or training.
- Ability to delegate tasks.
- Previous experience of working in a health and/or social care environment.
- Interested/enthusiastic about working within our services

Other requirements:-

- The role will work as part of the Hotel Services management team, participating in any on call service as required.
- There is a requirement for the post holder to travel to other HCRG Care Group sites, therefore this role requires the successful applicant to be fully mobile, so the post holder must hold a valid UK driving licence to undertake the job effectively. Willing to travel to work at other sites to cover absences, for training etc.
- The post holder is required to work flexibly and provide cover for other Facilities colleagues as required to ensure that service priorities and workloads are maintained.
- The post holder is required to undertake any additional duties as delegated by their line manager including stepping into Deputy Manager position when line manager is on annual leave or absence.

Employee signature

Manager signature
