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| **Job Description** |

**Job Title:** Hospitality Services Manager **Hours:**  40 Hours per week

**Reporting to:** General Manager **Location:** *[insert location here]*

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| **Job Purpose** |

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To provide outstanding hospitality within the homes to ensure the residents are cared for in a safe, hygienic environment and that all food and beverages are of the highest standards, by providing strong leadership, motivation and inspiration to team members.

To contribute to the achievement of the Hallmark Care Home vision: *To be recognised as the leading provider of high quality relationship focused care for all residents.*

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| **Responsible for:-** | **Person Specification** |
| * Ensuring all hospitality services within the home including catering, laundry, housekeeping, maintenance and reception provide an outstanding service. * Ensuring all aspects of hospitality services are compliant with current legislation and Hallmark Standards and policies. * Ensuring that all policy documentation is evidenced, completed, verified and maintained. * Managing the recruitment, induction and training of the teams you manage; ensuring training targets are met and team is competent in their roles. * Managing rotas and ensuring correct team member levels are on shift at any time to maintain service level requirements. * Managing the performance of your team and supporting them to achieve their potential through career development. | **Essential Qualifications**   * NVQ level 4/BTEC/Degree in Hospitality * Food Hygiene level 3 (certified) * Health & Safety level 3 (certified)   **Desirable Qualifications:**   * C&G 7061/2 * NVQ L2/3 Food Preparation * Training Certificate * Assessor Qualification * Nutritional Qualification |

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| **Responsible for:-** |  |
| * Appraising your team ensuring all team have a personal development plan which is regularly reviewed and objectives are met. * Managing all budgets in relation to hospitality services ensuring expenditure targets are met and that nominated suppliers are used. * Working closely with the Group Hospitality Service Manager to ensure quality standards are met. * Attending all health and safety, food hygiene and COSHH training updates as required by the company to ensure that safe practices are adhered to at all times. * Maintaining continual personal development by attending and completing all training qualifications (statutory, mandatory and developmental) and Hallmark seminars and workshops. * Maintaining the health and safety of self and others within the care home, reporting and recording any accidents or incidents or near misses. * Working within the company’s policies, procedures and guidelines, in compliance with regulatory and legislative frameworks and in accordance with the Hallmark Care Homes Charter and Vision. | **Skills & Knowledge:**   * Demonstrable track record of successful leadership skills. * Knowledge of safeguarding * Understanding of care regulations * Good IT skills * Understanding of dementia * Understanding of dysphagia and modified diets * Awareness of Infection Control   **Experience**   * Minimum of 5 years in a similar leadership role |