

## Job description for SUPERVISOR, HOTEL SERVICES B4

### About us – team NHFT

As a **health and wellbeing organisation** here at **team NHFT** we are dedicated to continually **innovate** and **strive to make a difference** to our community and those working for our Trust, we aim to serve the people of Northamptonshire and surrounding areas with **safe, quality care**. We deliver this from an understanding of our local healthcare needs, economy, and the changing demands of our community.

**Our mission**, **making a difference for you, with you** was chosen by our staff and stakeholders. It means in everything we do and through every service we provide, we want to make a **positive difference in people's lives** – for **those we care for**, **those we work with** and **those who work with us**.

**Everyone is part of our team.**

Our core strategy is to be an **employer of choice**, **a great place to work** and be known for a **diverse and inclusive culture** whose staff feel **valued**. We provide a range of NHS services including physical, mental health and specialty services provided in hospital settings and out in the community within schools, GP clinics and patients own homes.

Here at NHFT we pride ourselves on our 54321 roadmap, pictured here which encompasses our **PRIDE values**, **leadership behaviours**, **teams**, **enablers**, and **our mission** all of which are driven by **our vision of 'being a leading provider of outstanding, compassionate care'**. We are extremely proud to say this has also been recognised by the Care Quality Commission (CQC) and our CQC rating of **Outstanding for team NHFT**.



## This role...

### The post holder will be required to:

- Report directly to department Operations Manager/s whilst leading and supervising a designated team of domestic cleaners, porter and catering staff and their team leader/s who provide a service seven days per week, all year round.
- Supervise process of staff weekly roster, annual leave, sickness, supervision, and appraisal as well as general overseeing wellbeing for the team will be a daily responsibility to manage; therefore, good organisational and people skills are essential, as well as robust records and data recording and reporting where required is essential. Where staff shortages occur, deciding and implementing where workforce changes are needed, making changes to ensure the service is maintained at times with short notice requires good judgment and analytical skill to determine most cost effective and practical change to make. Tact and persuasive discussions may be required with workforce members to implement necessary changes.
- The responsibility of routinely checking, adding, and authorising staff shifts and patterns onto the Trusts staff payroll system, ESR for the allocated group/s of staff under the post holders' supervision will be integral to the role.
- Be hands on and undertake cleaning, portering and catering tasks as the service needs depending on the service requirements and or staff shortages on a daily basis. Good understanding and knowledge of your team's tasks and activities will be key in order to demonstrate ability to perform tasks physically alongside the team across the range of staff activities. For this to be enabled the post holder will need an in-depth knowledge of process and procedure of the job roles and services the department provides.
- Be forward thinking and plan ahead using own judgement to cover eventualities which may breakdown or affect the efficiency of the service. When needed step in, assist or deputies for fellow Supervisors peers where the service need, or service shortages occur. Being able to travel countywide is necessary in order to perform this requirement at possible short notice when the service needs. Robust knowledge of departmental and Trust process, policies and procedures will enable the post holder to work within multi sites across the county as and when required.
- The post holder will be expected to work autonomously whilst supervising and allocating tasks to team members and departmental administration when needed. Monitoring and administrative duties will primarily be the job role.
- A good understanding efficient and dexterity in the use of computerised systems including the Microsoft software packages; Outlook, Excel, Word, and Publisher to generate reports and letters, compile and interrogate data and or display staff and user notices when required. In order to perform these tasks an advanced knowledge of computer-based software and keyboard skills will be required.
- At the time of this description departmental bespoke software TScan, Auditor, MAPLE, Touch Office, MenuMark once trained will be expected to be proficient at using in order to supervise, monitor and assist your team.

- Stock taking of goods, placing goods orders with suppliers as well as meeting with suppliers will be integral to the role. Authority to place orders with suppliers for goods as well of authorising receipting invoices received to posts level of authorisation is within the post range of expectations.
- Attending and contributing at meetings with senior department staff/management as well as with peers and other departmental management / leads then effectively and efficiently cascading information to designated team of Team Leaders and staff which will be achieved by chairing face to face staff team meetings and or via Microsoft TEAMS as a routine. Efficient robust notes and record taking will be a requirement in order to communicate at times complex matters such as policy, process effectively whilst encouraging and engaging staff with the message being given.
- Where the department's services – cleaning, portering, catering, are provided to other organisations/customers will be responsible for liaising with those customers and acting where/if necessary, for identified service improvement.
- Where the department uses external organisations / contractors to provide a service to the Trust. Liaise with the contractor on a routine basis and monitor the service levels provided are in line with management and contracted agreed standards. These external contractors may provide physical services. i.e., cleaning service / window cleaning / pest control or product and goods, sanitary units, linen.
- Work routinely with the department administration team and team leaders both domestic & catering to supervise the process for stock orders including placing orders with suppliers, checking in and confirming goods received to enable efficient correct invoice payment. Authority to place orders with suppliers for goods as well of authorising receipting invoices received to posts level of authorization is within the post range of expectations.
- To be flexible in work activities, assist and act as a member of the Hotel Services wider team and cover for other Hotel Services Supervisors peers as required at such times of leave and sickness.
- Any other managerial duties deemed necessary delegated by department senior management.

## About you

Behaviours and Values	Knowledge and Experience
<ul style="list-style-type: none"> <li>• Commitment to equal opportunities and anti-discriminatory practices</li> <li>• Commitment to learning new skills</li> <li>• All staff are required to respect the confidentiality of all Trust business and the business of the Trust's staff, residents, patients, and the general public, which they may learn in the execution of their duties</li> <li>• Participate in all mandatory training relevant to the role including the Trust induction and Individual Performance and Development reviews.</li> <li>• Attend any training exercises, lectures, or courses relevant to the post</li> <li>• Work for and achieve the Environmental Health Intermediate Food Hygiene Certificate</li> <li>• All staff are expected to adhere to the regulations regarding the Data Protection Act 1984 as laid down by Northamptonshire Healthcare NHS Foundation Trust</li> <li>• All staff are expected to comply with all relevant Trust policies, procedures and guidelines and any contravention of the Trust policies or managerial instruction may result in disciplinary action being initiated</li> </ul>	<ul style="list-style-type: none"> <li>• A good base knowledge and experience of working in a domestic facilities (cleaning) industry environment and able to demonstrate practical cleaning skills.</li> <li>• Experience of three years minimum in a domestic cleaning or catering environment at a mid or senior level within their field and or skill base qualifications achieved at Level 3 NVQ or equivalent</li> <li>• proficient computer skills are essential.</li> <li>• Allergen awareness training.</li> <li>• An understanding of the importance and management of food hygiene at Intermediate Level 3</li> <li>• General education including literacy and numeracy</li> <li>• Desirable experience in a similar role or industry</li> <li>• Experience of teamwork</li> <li>• An understanding of the importance of health and safety</li> <li>• Essential experience and knowledge of computer technologies and software packages as required by the role. Microsoft applications. Excel, Publisher, Word at advanced skill level. Experience of web based requiring data entry.</li> <li>• Driving is required between sites</li> </ul>
Skills and Abilities	
<ul style="list-style-type: none"> <li>• Ability to organise and prioritise work effectively</li> <li>• Ability to work on own initiative with minimum supervision</li> <li>• Ability to work as an effective team member</li> <li>• Ability to be proactive and support change</li> <li>• Work pattern is predictable</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to communicate effectively with patients, staff, and visitors</li> <li>• Ability to demonstrate a flexible approach to working practices</li> <li>• Ability to interpret and action written instructions</li> <li>• Ability to demonstrate tolerance and empathy with clients at all times</li> <li>• Ability to communicate effectively using skills which require tact and persuasiveness where there is a need to overcome barriers.</li> </ul>

## About the role – linking with our 4 Leadership Behaviours



### ENGAGING PEOPLE/WORKING TOGETHER

- Show compassion, care & kindness
- Invite & listen to others' views
- Contribute & act positively
- Treat others with dignity & respect
- Value each other's contribution & diversity
- Work with others to make improvements
- Support each other to achieve goals
- Communicate clearly & concisely
- Act to ensure everyone's opinions are heard & valued
- Promote team working & team development
- Actively recognise and promote the value and contribution of every individual

### BEING AUTHENTIC

- Communicate openly & honestly
- Treat others fairly & consistently
- Respect confidentiality
- Ask for help when needed
- Admit if things go wrong
- Apologise if mistakes are made
- Work hard to do the best job possible
- Demonstrate empathy & humility
- Demonstrate dedication to delivery of the highest quality service
- Act professionally & confidently
- Act ethically & responsibly in all matters
- Lead a culture of excellence & aspiration
- Create a diverse & inclusive environment











### TAKING RESPONSIBILITY

- Provide the highest standards of service to patients & customers
- Take personal responsibility for own work & development
- Recognise others' good work & say 'well done' & 'thankyou'
- Give & receive feedback, to help each other to improve
- Have the courage to acknowledge & learn from mistakes
- Take action when improvement is needed
- Have a 'Can-do' attitude
- Encourage others to take personal responsibility for their work
- Celebrate & praise others' successes & achievements
- Provide constructive feedback at all levels, to enable continuous learning
- Focus on finding solutions
- Demonstrate personal resilience
- Develop culture of recognition & success
- Empower & trust others to take the lead
- Focus on Delivering Outcomes

### EMBRACING CHANGE

- Take a positive & open approach to change
- Aspire to continuously improve
- Take an active role in improving quality
- Are creative & willing to share ideas
- Ask questions to improve understanding
- Challenge positively & focus on solution
- Are flexible in their approach
- Demonstrate a willingness to develop
- Motivate others to embrace change
- Encourage ideas, debate & creativity
- Lead change positively
- Continuously seek opportunities for improvement

## Benefits

Salary <span></span>	Location of work <span></span>	Permanent/fixed term <span></span>								
<p><b>Band 4 – pay scale £25,147 – 27,596</b></p> <p>You will be paid on the 27<sup>th</sup> of each month. If this date falls at a weekend you will be paid on the Friday before this date.</p>	<p><b>Based at Berrywood Hospital, Northampton</b></p> <p>Must be able to travel independently to other bases in the Trust across Northamptonshire.</p>	<p><b>Hotel Services Supervisor</b></p> <p><b>Permanent following a 6-month probationary period</b></p>								
Hours/pattern of work <span></span>	Annual leave and bank holiday entitlement <span></span>	Pension entitlement <span></span>								
<p>37.5 hours per week, worked over 7 days a week including weekends and Bank Holidays if rota <b>or service requirement</b> dictates</p>	<table><tr><td>Length of service</td><td></td></tr><tr><td>On appointment</td><td>27 days + 8 days</td></tr><tr><td>After five years' service</td><td>29 days + 8 days</td></tr><tr><td>After ten years' service</td><td>33 days + 8 days</td></tr></table>	Length of service		On appointment	27 days + 8 days	After five years' service	29 days + 8 days	After ten years' service	33 days + 8 days	<p>Details on the benefits of the NHS Pension Scheme can be found here:</p> <p><a href="https://www.nhsbsa.nhs.uk/nhs-pensions">https://www.nhsbsa.nhs.uk/nhs-pensions</a></p>
Length of service										
On appointment	27 days + 8 days									
After five years' service	29 days + 8 days									
After ten years' service	33 days + 8 days									
Health and Wellbeing Because your health matters too <span></span>	Learning and Development <span></span>	Equality and diversity <span></span>								
<p>Our Occupational Health and Wellbeing team support our staff through many different channels. Whether you have a physical or emotional issue or want to take positive steps to improve your fitness, this team can help you.</p> 	<p>Our Learning and Development team provide effective and impactful learning solutions for our staff. Our experienced team of facilitators offer a wide range of opportunities from corporate induction, mandatory and role specific training, personal development, and leadership training.</p>	<p>We are committed to ensuring people are treated equally and fairly whether at work, during care or out in the community. Equality, diversity, and inclusion will always be a core focus and commitment for team NHFT. We have a number of staff networks to support this focus too. These networks are open to all our staff.</p>								

Find out more about us at:

[www.bit.ly/24hoursinNHFT](http://www.bit.ly/24hoursinNHFT)

[www.nhft.nhs.uk](http://www.nhft.nhs.uk)

**Confidentiality and Data Protection**

Any matters of a confidential nature, including patient and staff records, and any commercially sensitive information must, under no circumstances, be divulged or passed on to any unauthorised person or persons without a legal basis to do so. In accordance with the Data Protection Act 2018, if you are required to access personal data held in any format, you will be expected to adhere to the Trusts Information Governance Policies, copies of which are held on the staff intranet.

Any breach of confidentiality or data protection legislation will result in disciplinary action and may result in summary dismissal.

**Infection Control**

The prevention and control of healthcare associated infections in service users, staff and visitors is taken seriously by the Trust. All staff employed by Northamptonshire Healthcare NHS Foundation Trust are required to adhere to the Trust infection control policies and procedures.

Employees must be aware of the importance of protecting themselves, service users and visitors and of maintaining a clean safe environment. Any breach in infection control practice, which places service users, other staff, or visitor at risk, may result in disciplinary action. Each staff member is responsible for ensuring they identify together with their manager, their infection control training needs in their PDP.

**Health and Safety**

To carry out the duties placed on employees by the Health and Safety at Work Act 1974 i.e.

- I. To take reasonable care for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
- II. To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- III. Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety, or welfare in the pursuance of any relevant statutory provision.

**No Smoking**

In order to protect the health of employees, patients and visitors, Northamptonshire Healthcare NHS Foundation Trust operates a No Smoking Policy. Therefore, smoking is prohibited in all of the Trust's buildings, grounds and all Trust-owned or leased vehicles.

**Equality and Diversity**

To ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work and the Trust Managing Diversity and Equal Opportunities in Employment Policy.

**Risk Management**

To have a commitment to identify and minimising risk, report all incidents and report to manager any risks, which need to be assessed.

**Safeguarding Adults and Children**

It is the duty of all staff working for the Trust;

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

**Professional Registration**

All qualified/ professional staff are required to adhere to the relevant Code of Practice (and other guidance issued by them). It is the responsibility of the individual concerned to keep professional registered and updated in accordance with the requirements of the relevant Code of Practice and to follow guidance issues by the professional body.



**Policies and Procedures**

The post holder is expected to comply with all relevant Trust policies, procedures, and guidelines. Any contravention of the Trust Policies or managerial instructions may result in disciplinary action being initiated.

**Review of Job Description/ Person Specification**

This is not an exhaustive list of duties and responsibilities but indicates the key responsibilities of the post. The post holder may be required to undertake other duties as may reasonably be required commensurate with the grade and / or hours of work at the postholder's initial place of work or at any other of the Trust's establishment.

**NOTE:** This is a description of the job as it is at present constituted. It is the practice of this Trust regularly to examine employee's job descriptions and to up-date them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed.