

Job Description

Job Title	Hotel Services Co-ordinator
Department	Facilities
Division	Facilities and Support Services
Band	3
Reporting To	Assistant Hotel Services Manager/Deputy Hotel Services Manager/Hotel Services Manager
Job Reference	J035

▪ Role

To assist the Hotel Service Management Team in ensuring standards of cleanliness in all areas of control are adhered to in compliance with the National Hospital Cleanliness Standards.

To ensure that all the resources, people and equipment are used efficiently and effectively in providing domestic services.

▪ Key Responsibilities

- To supervise the day to day operation of domestic duties checking time keeping, duties and standards.
- Ensuring all staff have attended for duty and organising cover for any absences, adjusting rotas, documenting overtime.
- Understanding and ensuring that all departmental policies and procedures are in place and practised i.e. Health & safety, Colour Coding, COSHH, Uniform etc.
- Ensuring accidents/incidents are immediately reported and the correct documentation is completed.
- Ensure completion of requisitions for reporting defects and constant monitoring to ensure repair.
- Regular communication with wards/departments/Hotel Services Managers in order to maintain a fully functional service.
- Responsible for stock control in area of supervision.
- Training and on-going assessment of all new recruits together with the compliance of all relevant documentation.

▪ Duties and Key Tasks

- Ensure on a daily basis, staff have attended for duty, covering any areas that are affected by sickness/absence and amending duty rotas and documentation as required, reporting to Hotel Services Manager any non-attendance or any other issues i.e. timekeeping, breaks etc.
- Ensure all areas have correct staffing hours, prioritising workloads for clinical, non-clinical areas, organising overtime, completing all relevant paperwork e.g. quality controls, allocation forms etc and highlighting any problems to Hotel Services Manager.

▪ Duties and Key Tasks

- Adopt a professional, caring, confidential manner whilst on duty adhering to hospital policies and ensuring domestic staff do the same.
- Completion of staff appraisal, group discussions on a regular basis on instruction from Hotel Services Manager, identifying any arising issues, e.g. additional training.
- Monitoring use of cleaning materials, equipment, colour coding, protective clothing to ensure procedures are adhered to.
- Assist staff in completing accident/incident forms as required and ensure staff receive medical attention after accidents if required.
- Report daily any defects relating to the hospital buildings or equipment and follow up all outstanding repairs.
- Organise programmes for periodic work i.e. scrubbing, curtain changes, shampooing carpets etc.
- Train new recruits, complete all documentation and monitor for assessment.

▪ Extra Factual Information

- Assist domestic staff when dealing with ward clean after infectious outbreaks.
- Problem solving in the absence of immediate manager.
- The above constitutes 10% of work load.

Person Specification

Qualifications, Specific Experience & Training	Essential	Desirable	Measure
<ul style="list-style-type: none"> N.V.Q Level 3 in cleaning or equivalent. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Application Form
<ul style="list-style-type: none"> ILM Level 3 Introductory Certificate in first Line Management or equivalent. 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Application Form

Knowledge and Skills	Essential	Desirable	Measure
<ul style="list-style-type: none"> The ability to communicate easily and confidently with all levels of personnel, subordinates, colleagues, patients and visitors. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> The ability to delegate, take control and diffuse any situations that may arise, in a professional manner with the knowledge of personnel to contact for assistance if required 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> To understand and apply the techniques of manual handling. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> To know, understand and operate the appropriate procedure for domestic services i.e. National Cleaning Standards, COSHH, Health and Safety, Industrial Relations, Employee Training Environmental Issues, Fire Risks/Precautions and compliance with National Acts and regulations. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview

Personal Attributes	Essential	Desirable	Measure
<ul style="list-style-type: none"> The ability to instruct and accept instruction and participate as a team member working alongside and together with subordinates if required. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> To process good organisation skills with the ability to prioritise workloads. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> Polite, friendly and welcoming manner when dealing with patients, visitors and colleagues. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> Able to maintain a professional approach when working under pressure. 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview
<ul style="list-style-type: none"> Able to conform to the trust's policies and procedures i.e. smoking, drinking, timekeeping and uniform 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interview

Organisation Chart

