



St Cuthbert's Hospice

*Making every day count since 1988*

## Job Vacancy



## Guest Services Manager REF: GS0123

**Department:** Clinical Services

**Hours:** 37.5 hours pw

**Salary:** Pay Grade 5: £25,361 - £31,682 per annum

**Contract:** Permanent

**Based:** St Cuthbert's Hospice

Do you have the passion, experience, skills and knowledge to lead and manage Guest Services to provide a high quality, welcoming and cost-effective catering, housekeeping and reception service to patients, staff and visitors.

You will ensure that all Hospice areas are well maintained and look after the Hospice general ambience and ensure that the guests and their visitors have a positive experience from the catering, housekeeping and reception teams.

You will need to act as a role model, demonstrate the highest professional standards of conduct and behaviour, inspire others and encourage best practice to support the safe, caring, effective, responsive and well lead operation of clinical services within St Cuthbert's Hospice.

We are situated on the outskirts of Durham in beautiful surroundings. We are committed to our staff and making St Cuthbert's Hospice a great place to work. We offer flexible working, competitive salary, workplace pension, 33 days of paid annual leave, free on-site parking and an EAP for employees and family. We are highly regarded for our quality of care and were the first Adult Hospice in the UK to be graded 'outstanding' by CQC.

**For an informal discussion about this post please contact:** [Recruitment@stcuthbertshospice.com](mailto:Recruitment@stcuthbertshospice.com) or ring 0191 3746174.

An application form can be found at [www.stcuthbertshospice.com](http://www.stcuthbertshospice.com) or to request a hard copy please contact the HR Department on 0191 374 6174 or email [recruitment@stcuthbertshospice.com](mailto:recruitment@stcuthbertshospice.com)

**Closing date for applications:** 29 January 2023 **Interviews:** 6 February 2023

If you have not heard from us by 10 February 2023 please assume you have not been shortlisted.

Please note: we do not accept CVs.

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as

**About us:** St Cuthbert's Hospice, based in County Durham, provide free care and support to people with life-limiting illnesses, people approaching the end of life and people that are bereaved. We care for, laugh with, listen to, comfort and help make special memories for thousands of individuals and families each year. We are highly regarded for our quality of care and the first Adult Hospice in the country to be graded "outstanding" by the Care Quality Commission. Our 11 bedded palliative care In-Patient Unit provides individualised care planned to support the total wellbeing of each person, taking into account their physical, psychological, social and spiritual needs. Our Living Well Centre delivers a programme of support to enable people with life-limiting illnesses cope better with their health and wellbeing and support them to regain control of their life.

We value the contribution of all our workforce comprising of over 90 staff and a dedicated group of almost 400 volunteers. We are an equal opportunities employer and believe in treating everyone with dignity and respect, encouraging applications from all sectors of the community.

**Our Mission:** To make every day count for those affected by life-limiting illnesses.

**Values:** These define who we are and guide what we do to ensure the highest quality care for those accessing our services and the highest quality experience for staff working here. We are committed to safeguarding and promoting the welfare of adults at risk and children.

**Why work for us:** We are committed to making St Cuthbert's Hospice a great place to work supporting the provision of excellent services for the people of Durham. If you are ready for an exciting opportunity that will not only impact on patient care but will be motivating and rewarding on a personal level this could be the post for you.

## Our Values



Better Health  
at Work Award  
Maintaining Excellence



St Cuthbert's Hospice, Park House Road, Durham, DH1 3QF  
HR Department Telephone: 0191 374 6174  
email: [recruitment@stcuthbertshospice.com](mailto:recruitment@stcuthbertshospice.com)  
[www.stcuthbertshospice.com](http://www.stcuthbertshospice.com)

St Cuthbert's Hospice, Durham is registered by the Charity Commission as a Charitable Incorporated Organisation.  
Charity Number: 519767 VAT Number: 997305770