

# Person Specification

Post Title: Guest Services Team Leader		Grade:	Department: Clinical Services	
Criteria relevant to the job	Essential Requirements necessary for safe and effective performance in the job	Method of Assessment	Desirable Where available, elements that contribute to improved/immediate performance in the job	Method of Assessment
Qualifications and Training	<ul style="list-style-type: none"> <li>Hotel services and management qualification.</li> <li>Food hygiene certificate</li> <li>NCQ level 3 in catering and or hospitality</li> </ul>	Application form and interview	<ul style="list-style-type: none"> <li>Experience of managing and delivering hotel services</li> <li>Leading a catering team, (including a coffee shop) and volunteers in promoting and maintaining excellence in food preparation and hygiene.</li> <li>Good knowledge of food safety legislation</li> <li>Good knowledge of national standards of cleanliness</li> </ul>	Application form and interview
Experience	<ul style="list-style-type: none"> <li>Experience of managing a commercial catering and housekeeping team</li> <li>Menu planning and ordering provisions within an agreed budget</li> <li>Strong sense of cost control</li> <li>Catering / supervising for large numbers for functions.</li> </ul>	Application form and interview	<ul style="list-style-type: none"> <li>Experience of working with or supervising volunteers</li> <li>Experience of leading a catering team and working with dietetic and SALT professional in preparing meals to meet special dietary requirements.</li> <li>Experience of managing catering services for a range of events.</li> <li>Managing a housekeeping team to meet exacting standards of hygiene in clinical environments.</li> </ul>	Application form and interview

Skills and Knowledge	<ul style="list-style-type: none"> <li>• Supervisory management skills</li> <li>• Effective verbal communication skills</li> <li>• Knowledge of planning duty rotas and allocating work to others</li> <li>• Standards of hygiene and cleanliness consistent with an outstanding organisation.</li> <li>• Providing nutritious, well presented meals of good quality to meet clients needs.</li> <li>• Ability to work calmly under pressure and maintain good humour</li> <li>• Hard working and highly motivated</li> <li>• Ability to work without direct supervision</li> <li>• Good organisational skills</li> </ul>	Application form and interview	<ul style="list-style-type: none"> <li>• Knowledge of food safety legislation, allergens, nutrition and industry standards.</li> <li>• Ability to manage diverse members of the team to maintain catering and housekeeping services across the Hospice.</li> <li>• Lead and ensure completion of required audits of catering and housekeeping service delivery.</li> </ul>	Application form and interview
Personal Attributes	<ul style="list-style-type: none"> <li>• Ability to act on own initiative as well as a team member</li> <li>• Positive and friendly approach to staff, volunteers, patients, and their families</li> <li>• Ability to keep information confidential, including patient details</li> <li>• Excellent communication skills with the ability to put people at their ease</li> <li>• Able to form good working relationships with other staff and volunteers.</li> <li>• To be approachable</li> <li>• Good motivational skills</li> </ul>	Interview	<ul style="list-style-type: none"> <li>• Evidence behaviour consistent with the Hospice philosophy of care and values of professionalism, choice, integrity, and reputation.</li> </ul>	interview
Special Requirements	<ul style="list-style-type: none"> <li>• Flexibility</li> </ul>	Interview		interview

**Signature of Post holder:** ..... **Date:** .....

**Signature of Manager:** ..... **Date:** .....