

Person Specification

Post Title: Guest Services Manager		Grade: Hospice Band 5	Department: People and Resources	
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"> • Experience of managing and delivering hotel/hospitality services. • Food hygiene certificate. • NCQ level 3 in catering and/or hospitality. 	Application form and interview	<ul style="list-style-type: none"> • Hotel/hospitality services and management qualification. • Leading a catering team, (including a coffee shop) and volunteers in promoting and maintaining excellence in food preparation and hygiene. • Good knowledge of food safety legislation. • Good knowledge of national standards of cleanliness. 	Application form and interview
Experience	<ul style="list-style-type: none"> • Experience of managing or leading a catering and/or housekeeping team. • Menu planning and ordering provisions within an agreed budget. • Strong sense of cost control. • Catering / supervising for large numbers for functions. 	Application form and interview	<ul style="list-style-type: none"> • Experience of working with or supervising volunteers. • Experience of leading a catering team and working with dietetic and speech and language therapy professionals in preparing meals to meet special dietary requirements. • Experience of managing catering services for a range of events. • Managing a housekeeping team to meet exacting standards of hygiene in clinical environments. 	Application form and interview

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

Signature of Post holder: **Date:**

Signature of Manager: **Date:**