



Job Vacancy Guest Services Manager Hospice Band 5

Pay Scale 5 pro rata £29,376 to £36,697
Fixed Term 12 months, with a possibility to be made permanent

Minimum 34.5 hours per week

This is an exciting opportunity to join our Hospice as a Guest Services Manager. The Guest Services Manager is responsible for overseeing all non-clinical hospitality services within the hospice, ensuring a safe, clean, and welcoming environment for patients, families, visitors, and staff. This includes leadership of catering, housekeeping, laundry, and coffee shop operations, as well as coordination and management of kitchen and service volunteers.

This role requires strong leadership, organisational skills, and a commitment to person-centred care, ensuring all services enhance the wellbeing and comfort of those receiving palliative and end-of-life care.

About us: St Cuthbert's Hospice provides holistic care for patients with life limiting illnesses. We are highly regarded for our quality of service. Our 10 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 groups and activities 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 395 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 Values: Compassionate, Respect, Integrity, Professionalism, Choice, Reputation. 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. This has been demonstrated through winning a National HR Management Award (Charity Times), the 2016 Improving Impact Category for Governance, a local Employer of the Year award and Better Health at Work.

We want you to love coming to work, 92% of respondents told us they do and 98% told us the training, learning and development has helped them deliver a better patient/customer service. 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.

**For an informal discussion about this post please contact:
Pauline Sturdy on 0191 374 6197**



Please apply for the position via NHS jobs website

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 CRB) to check for previous criminal convictions.