

**THE DOROTHY KERIN TRUST
JOB DESCRIPTION**

JOB TITLE	Assistant Hospitality Supervisor
DEPARTMENT	Hospitality
JOB PURPOSE	To assist the Hospitality Supervisor and Hospitality and Catering Lead in ensuring a high standard of service and cleanliness as well as providing an attractive and welcoming environment for patients, guests and visitors.
REPORTS TO	Hospitality and Catering Lead (Hospitality Supervisor on a day to day basis)
RESPONSIBLE FOR	Hospitality Staff
KEY RELATIONSHIPS	Hospitality and Catering Lead, Hospitality Supervisor, Assistant Hospitality Supervisor, patients, guests, and all others who receive hospitality at Burrswood.

KEY DUTIES AND RESPONSIBILITIES

- To work closely with the Hospitality & Catering Lead, Hospitality Supervisor, Tea Room supervisors, Reception and others to ensure the smooth running of both housekeeping and catering. Flexibility will be required. In addition to working weekends, the role will include working on Bank holidays.
- To ensure the observance of safe working methods and safe use of equipment, reporting faults in accordance with the Trust's Health and Safety Policy, and in accordance with any other statutory policy.
- Effective supervision of Housekeeping Assistants to maintain a high standard of service and cleanliness in all areas, which will require the post holder to be hands on.
- To maintain efficient order of records and any paperwork as discussed with the Hospitality Supervisor.
- To ensure positive communication exists between the customer and the department at all levels, responding to complaints and suggestions, introducing different methods where appropriate.
- To prioritise and allocate work in accordance with the duty rota.
- To participate in staff recruitment, training and annual reviews as required.
- To ensure that all enquiries to the department (whether telephone or face-to-face) are handled in a courteous, warm, friendly and efficient manner, demonstrating the welcoming nature of Burrswood.
- To assist operationally and when required take on a lead role with functions, conference and other events.
- To cover for the other supervisors and any additional duties to cover absences and leave of other supervisors.
- To learn the duties of the other Hospitality Supervisors so that there is a seamless and effective operation for the Hospitality department.
- To attend meetings as required.

- To maintain a flexible approach to working demands, willing to take on additional tasks within the department when required appropriate to your skills and expertise.
- In certain circumstances the nature of the job may be changed due to new working practices. You will be expected to accept any necessary training that results and to take on the changes requested.

OTHER

- The Job Description is intended to provide a broad outline of the role. The job holder may be required to carry out other duties as the role develops or to provide cover for colleagues where appropriate. In certain circumstances the nature of the job may be changed due to new working practices. The job holder will be expected to accept any necessary training that results and to take on the changes requested.
- It is essential that the job holder reads the Health & Safety Policy as laid down by the Trust and is responsible for being fully conversant with those aspects of the “Health & Safety at Work” Manual which are appropriate to their particular department.
- It is a requirement of the Trust that all employees undertake all mandatory training specified for their role.
- All key tasks are to be carried out to the standard required by current legislation, and in accordance with any changes in legislation that may ensue in the future.

ADDITIONAL INFORMATION

Salary	£9.60 per hour.
Hours of Work	23.75 hours per week with an unpaid meal break of half an hour. Working Saturdays, Sundays and one other day. Bank Holiday working will also be required.
Holiday	5.6 weeks per calendar year including 8 bank and public holidays (pro rata for part-time working). The holiday year runs from 1 February to 31 January. An additional one day of holiday will be awarded following 5 years continuous service (pro rata for part-time working).
Pension Scheme	The Trust operates a contributory Stakeholder Pension Scheme/Qualifying Workplace Pension Scheme.
Meals	Provided while on duty
Uniform	Protective clothing provided and laundered when required.
Probationary Period	3 months
Notice Period	1 week on either side during probationary period. 1 month on either side following successful completion of probationary period.

It is essential that all applicants respect the Commission, Mission, Approach and Values of the Trust as shown on the application form.