**Job Description**

**Post:** Hospitality Coordinator

**Grade:** Hospice Grade 3 (up to £15,191.50 FTE £23,736.74)

**Hours:** Up to 24 hours across 7 days

**Reports to:** Hospitality Lead

**Accountable to:** Head of Facilities and Safety.

**Overall aims:**

To assist in maintaining a high standard of cleanliness throughout the Hospice, providing a safe and hygienic environment for patients, service users, staff and visitors. Assist the Hospitality Lead and wider Management Team with the day-to-day operational management of the Team.

**Key areas:**

* Work under the direction of the Hospitality Lead on the allocation of duties and procedures.
* When required, carry out a high standard of housekeeping, adhering to agreed procedures and standards of cleanliness, giving priority to clinical areas.
* Assist in the regular program of audits, completing and generating actions where appropriate.
* Ensure a high standard of cleanliness is maintained by assisting in the development and implementation of regular hygiene audits. Generate and allocate actions.
* Assist the Hospitality Lead with recruitment, reviews and day-to-day staff management.
* Carry out general admin duties to assist the Hospitality Lead in maintaining due diligence records.
* Assist in setting up and clearing the training room, for function and training room requirements.
* Ensure due diligence paperwork is completed as instructed by Hospitality Lead.
* Ensure work is undertaken in a safe manner at all times.
* Work collaboratively with other members of staff and volunteers as required.
* Ensure department, patient and whole Hospice confidentiality is maintained at all times.
* Undergo relevant training, if required, to enable a basic level of catering and facilities cover to be provided.
* Work flexibly and assist in the preparation of Hospice events.
* Undertake any other duties (within capability) as requested by a manager, including but not limited to, the Hospitality Lead or Head of Facilities and Safety.

**Person Specification**

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| **Knowledge and qualifications** | **Essential** | **Desirable** |
| Hygiene qualification |  | P |
| Knowledge of current Health and Safety requirements | P |  |
| Understanding of the Data Protection Act 2018 requirements and other relevant legislation |  | P |
| Basic food hygiene certificate |  | P |
| Awareness of hygiene standards | P |  |
| **Experience** |  |  |
| Experience of Managing people. |  | P |
| Experience of working within the healthcare sector |  | P |
| **Skills and abilities** |  |  |
| Hardworking and highly motivated | P |  |
| Ability to work well as part of a team and individually | P |  |
| Ability to work without direct supervision | P |  |
| Ability to follow standard procedures and to demonstrate attention to detail | P |  |
| Ability to undertake physically demanding duties such as using industrial carpet shampooer or floor polishing machine | P |  |
| Ability to work calmly and methodically under pressure | P |  |
| Catering experience |  | P |
| Ability to communicate effectively and appropriately | P |  |
| Effective IT skills |  |  |
| Practical maintenance skills |  |  |
| **Personal qualities** |  |  |
| Positive and friendly approach to patients and their families | P |  |
| Commitment to the prime importance of confidentiality | P |  |
| Approachable and compassionate | P |  |
| Commitment to implement the Hospice values. | P |  |
| Flexible and adaptable approach to work, with a positive attitude towards change | P |  |

This document is subject to review as part of the annual appraisal process and in case of any changed service provision following discussion with the post holder.