



KING EDWARD VII's
HOSPITAL

Job Description

Position:	Housekeeping and Catering Team Leader
Department:	Hotel Services
Contract Type:	Permanent
Hours of Work:	37.5 hours per week
Working Hours:	Monday to Sunday
Report to:	Head of Facilities

Job Summary:

The successful candidate will play a pivotal role in ensuring the highest standards of cleanliness and hygiene are maintained within the catering facilities. As the Hotel Services Team Leader, your role will involve overseeing the catering operations, ensuring impeccable service, and leading a dedicated team to deliver exceptional dining experiences for our patients, staff, and visitors.

Responsibilities:

1. Team Leadership:

- Supervise and lead a team of housekeeping and catering staff, providing guidance, training, and support.
- Schedule and organise daily tasks, ensuring efficient and effective cleaning operations.
- Conduct regular team meetings to communicate updates, address concerns, and foster a positive working environment.

2. Quality Assurance:

- Implement and maintain strict cleaning protocols to ensure compliance with health and safety standards.
- Perform regular inspections to guarantee cleanliness and hygiene in all catering areas, including kitchens, dining areas, and storage spaces.
- Address and rectify any deficiencies in cleaning standards promptly.

3. Collaboration:

- Coordinate with the Catering Manager and other department heads to ensure seamless integration of housekeeping services with overall hospital operations.
- Communicate effectively with catering and kitchen staff to address cleaning needs and priorities.

4. Training and Development:

- Conduct training sessions for housekeeping/catering staff on cleaning procedures, safety protocols, and customer service.
- Foster a culture of continuous improvement and professional development within the team.

5. Inventory Management:

- Monitor and manage housekeeping supplies, ensuring an adequate stock of cleaning materials and equipment.
- Collaborate with the procurement department to order supplies as needed.

6. Compliance:

- Ensure compliance with relevant health and safety regulations, infection control policies, and hospital protocols.
- Keep abreast of industry best practices and incorporate them into the housekeeping processes.

7. Catering Operations:

- Oversee all aspects of catering operations, including event planning, set-up, execution, and breakdown.
- Ensure the highest standards of food presentation, service, and overall guest satisfaction, adhering to hospital guidelines.

Qualifications:

- Proven experience in a housekeeping or cleaning leadership role, preferably in a hospital or healthcare setting.
- Strong leadership and interpersonal skills.
- Knowledge of health and safety regulations and infection control procedures.
- Excellent organisational and time-management abilities.
- Attention to detail and commitment to maintaining high standards of cleanliness.
- Ability to work collaboratively with other departments.
- Strong communication skills.

Education and Experience:

- High school diploma or equivalent (Bachelor's degree in Hospitality Management or related field is a plus).
- Previous experience in a supervisory or leadership role in housekeeping or cleaning services.

General Information

This job description is not intended to be an exhaustive list of duties, but mainly to highlight the current main responsibilities of the post. The post holder is required to undertake any other similar duties, as required by their manager and the changing requirements of the organisation.

This job description may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.

The post holder will be required to comply with all policies and procedures issued by and on behalf of King Edward VII's Hospital.

The Hospital is an equal opportunities employer, and the post holder will be expected to promote this in all aspects of his/her work.

Confidentiality

All information in relation to patients and staff must be held in the strictest confidence and may not be divulged to any unauthorised person at any time without the authorisation of your manager or unless it is in the best interest of the individual. The post holder must maintain the confidentiality of information about patients, staff and other Hospital service business in accordance with the Code of Confidentiality and the Data Protection Act 1998. A breach of confidentiality in relation to manual or computer data will result in disciplinary action being taken in accordance with the Hospital's disciplinary procedure and may lead to dismissal.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974 to ensure that the agreed safety procedures are carried out to maintain a safe environment.

Risk Management

You have a responsibility for the identification of all risk which have a potential adverse effect on the Hospital's ability to maintain quality of care and the safety of patients, staff, and visitors, and for the taking of positive action to eliminate or reduce these.

Equal Opportunities

As a member of staff at the King Edward VII's Hospital Sister Agnes you have a personal responsibility to ensure that you do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others. You also have a responsibility to ensure that all people that you have contact with during your employment, including patients, relatives, and staff, are treated equally in line with the Hospital's Equal Opportunities Policy.