**JOB DESCRIPTION AND TERMS OF REFERENCE**

**JOB TITLE:**  **HOTEL SERVICES TEAM LEADER**

**RESPONSIBLE TO:** **HOUSEKEEPING & CATERING SERVICES MANAGER**

**RESPONSIBLE FOR:** HOUSEKEEPING STAFF & FOOD SERVICE STEWARDS

**MAIN PURPOSE OF JOB:** To monitor & maintain the highest standards of cleanliness throughout all areas of the Hospital and residences.

To maintain the standards of hygiene set by the Infection Control Committee.

Department administrative duties as designated by the HK& CAT Services Manager. To supervise of all Housekeeping Staff & Food Service Stewards, Residencies, Waste Management, Pest Control and Laundry services (External contract), Stock Control

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1. **Key Duties and Responsibilities:**

1. To carry out with the induction and appropriate training of new members of Staff into the Hotel Services Department.
2. To provide effective on job training and corrective coaching as appropriate and to evaluate the effectiveness of this training. Encourage all staff to improve their job knowledge through personal development, mentoring when necessary.
3. To ensure that the re-training of all staff is carried out in a timely fashion, through the use of the staff training log books.
4. To ensure that all Housekeeping staff and Food Service Stewards attend all mandatory training as directed by Human Recourses.
5. To be actively involved in any inter-departmental initiatives.
6. To undertake the systematic, scheduled monitoring of cleaning standards throughout the Hospital, Outpatients and residences; i.e. Room Checks, Departments & Residential cleanliness checks, EKH, KMC and Theatre checks.
7. To ensure that all cleaning equipment and materials are used and maintained correctly.
8. To ensure cleaning schedules are efficiently carried out in a cost-effective way.
9. To request, and follow up where necessary, any maintenance works that need to be undertaken within the Hotel Services Department, by the Estates Department.
10. To assist with the allocation of locker keys to the new members of staff.
11. Routinely carry out First Aid box checks. Ensure First Aid boxes are re-filled to the required standards and all properties are in date.
12. To ensure that all hot meal trolleys, equipment, machines and materials within the department are maintained, checked and kept in good working order and report all relevant faults.
13. To assist in amending staff rotas, ensure the necessary numbers of staff are required to meet the demands of the Hospital and to check if staffs are allocated correctly to the various areas.
14. Ensure 4th floor hotel services store room is neat and tidy at all times.
15. Cover functions, parties, dinners when required in conjunction with the HK & CAT Services Managers instructions.

**Health & Safety/Infection Control**

1. To carry out departmental Risk assessments and update as appropriate; attend Risk assessment meetings as and when required.
2. To ensure the operation of the department complies with all relevant Health and Safety legislation. To keep relevant records as required.

**Linen Room:**

1. To ensure that the provisions of linen /uniforms are maintained in all hospital areas in accordance with correct procedures and administration.
2. To allocate duties within the Linen Room Department.
3. To organise day to day work requirements (dry clean, linen collection/delivery etc.) And set required standards against which work will be checked, in accordance with correct procedures on an, as and when required basis.
4. To carry out regular linen/ uniform checks and liaise with nominated laundry suppliers to reform the issues.

**General Duties:**

1. To prepare VIP rooms and comply with VIP needs and requests.
2. To undertake regular stock count within Housekeeping & Catering Departments.
3. Ensure Hospital is complaint with waste management regulations. Work closely with SRCL/ Westminster Commercial waste or alternative waste companies to ensure Hospital is complain with waste regulations.
4. To maintain the security of and to keep accurate records relating to the Departmental keys.
5. To carry out when required night shifts to ensure staff are maintaining the required standards of work.
6. To order, receive, release (Power Gate) and issue stock to the Housekeeping & Catering Staff.
7. Undertake regular visits to Patients and proactively deal with any concerns or assistance required by the Patient.
8. Undertake regular hand hygiene audits to all hotel services staff.
9. Undertake yearly staff appraisals.
10. To ensure all drinks machines (coffee/ water) are used and maintained correctly.
11. To comply with the Hospital values: Professionalism, Quality, Respect, Safety and Teamwork at all the times.