

**JOB DESCRIPTION - SUPPORT SERVICES MANAGER**

RESPONSIBLE TO - GENERAL MANAGER

Job Purpose - To assist the General Manager by leading and managing full hospitality provision in the home, which include reception, kitchen, maintenance and housekeeping in promoting high standards of service to residents and visitors in accordance with the policies and procedures of Greensleeves Care.

As well as line management responsibility, the position includes commercial responsibility for the delivery of general hotel services at the home.

**Principal Responsibilities & Accountabilities**

**Reception**

- Ensure a high calibre of front of house services in the home
- Manage and oversee reception staff in their administrative duties as well as their communication with visitors to the home
- Ensure that good relationships are foster and maintained
- Ensure that shifts are planned in order to maximise reception cover at key times of the day

**Catering**

- Implement and deliver high quality catering services in the home.
- Ensure the home is preparing menus that deliver food for the residents' needs and ensure the content as outlined in the Food Framework Agreement is adhered to by all catering staff.

**Key Measurements**

Feedback from Residents and Relatives

Monthly Supervision Meeting with General Manager

- Ensure the home is delivering the meal time experience as outlined within the Dinning with Dignity Framework.
- Ensure Health and Safety compliance within the catering Teams
- Proactively seek innovative ways to promote and improve the performance and standards of catering services for Residents
- Manage all food and non-food suppliers in terms of agreed service levels
- Act as catering expert liaison and forward contact point for the Management Team, external and internal stakeholders, including regulators.

#### Maintenance

- Manage, oversee and approve the repair or replacement of all key hotel services equipment
- Work with the maintenance team to ensure that the fabric and security of the building are properly maintained and any repairs are reported and dealt with promptly.
- Work with the maintenance team to maintain the standards set for the appearance and upkeep of the homes' premises.
- Ensure all records to be kept in the Home through legislative and regulatory requirements are maintained accurately and are up to date and to have these available for inspection by the Care Quality Commission or anyone appointed by Greensleeves Care.

The Home is fully compliant with CQC and maintains all other statutory and legal obligations are met.

Income and expenditure is maintained within the Greensleeves Homes Trust agreed budget

Feedback from Residents and Relatives

Feedback from Professionals visiting the Home

<p><b>Housekeeping</b></p> <ul style="list-style-type: none"> <li>• Oversee the entire housekeeping operation and team on a daily basis, looking after all areas throughout the home</li> <li>• Prepare shift rotas to ensure adequate cover and the provision of a consistent service.</li> <li>• To ensure that a detailed daily log is maintained for any incidents, resident issues and shift handover.</li> <li>• To carry out regular floor walks and security checks of the home and reporting and logging any details as required.</li> </ul> <p><b>Quality Monitoring</b></p> <ul style="list-style-type: none"> <li>• Ensure and participate in the Quality Assurance Auditing systems within the Home.</li> <li>• Review and effectively manage the delivery of hospitality services and achieve any regulatory improvement or action plan requirements within the specified time scales as directed and in discussion with the General Manager</li> <li>• Ensure that all Greensleeves Care Policies and Procedures are followed.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>• Co-ordinate all identified training courses working with the Training Team supplier partners and external consultation as applicable.</li> <li>• Lead on the recruitment and induction of all catering, maintenance and housekeeping staff</li> </ul>	<p>The Home is warm and welcoming to visitors</p> <p>Results of Home inspections and audit (internal and external)</p> <p>Staff supervision and all mandatory training records are maintained and up to date.</p>
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ensuring teams are fully resourced and effectively deployed daily.

- Advise and support the reception, catering, maintenance and housekeeping staff teams to ensure they have full understanding of the residents' daily spend budgets and advised on menu planning and stock control to ensure these budgets are adhered to.
- Manage new trials/ projects and recommend changes as required and directed by the General Manager.
- Ensure all administration, catering, cleaning and laundry consumables are ordered from current nominated suppliers in line with the homes' budget and Greensleeves Care purchasing policy.
- Assist the General Manager and Home Administrator / Book Keeper in the effective and efficient running of the home, including budgetary control.
- Plan regular communications with the General Manager, Residents and relatives which promote improving quality and generate confidence in the catering, housekeeping, maintenance and front reception functions, to include surveys, audits and reviews.
- Co-operate with Inspectors of the Care Quality Commission and other external agencies such as the Food Standard Agency
- Be available for on-call duties, as required.
- A commitment to be flexible and to embrace change is expected.

**Other Responsibilities**

- To prepare an annual business plan setting out financial and other plans for the home.
- To participate in meetings, training and workshops as required by Greensleeves Care.

- To be an enthusiastic agent of change and demonstrate a flexible, open attitude to new ideas.
- In addition to the duties and responsibilities listed; the job holder is required to perform other duties assigned by the manager from time to time.

Post Holder's Signature \_\_\_\_\_ Date Signed \_\_\_\_\_

Line Manager's Signature \_\_\_\_\_ Date Signed \_\_\_\_\_