

## JOB DESCRIPTION

<b>Post Title:</b>	HOTEL SERVICES OPERATIVE – Porterage, Domestic Services and Catering Services
<b>Band:</b>	2 (£18,005 to £19,337 pa)
<b>Reports to:</b>	TEAM LEAD
<b>Accountable to:</b>	ESTATES & FACILITIES DEPARTMENT HEAD

## DEPARTMENT STRUCTURE

Estates & Facilities Manager

Team lead / Supervisor

Hotel Services Operative

## KEY WORKING RELATIONSHIPS

- All other staff and colleagues
- Patients and their relatives
- Visitors
- Contractors

## JOB SUMMARY

- The Hotel Services department provides portering, catering and housekeeping services at various ECCH sites.
- To work as a member of the hotel services team on site, to ensure the smooth operational running and delivery of service to the hospital and its users. Depending on the main role assigned this may include a combination of porterage, domestic and/or catering duties.
- To maintain a high standard of hygiene and cleanliness, as defined within the National Standards of Cleanliness, in all areas of responsibility.
- To work as a member of the Estates & Facilities Department.
- To work within a patient environment at times having daily contact with patients with challenging behaviour or severe communication difficulties.
- To ensure Infection Control guidelines are adhered to.

## SPECIFIC DUTIES AND RESPONSIBILITIES

### Cleanliness

- To ensure the cleanliness of the area you are assigned to under the direction of the Team lead or supervisor according to the NHS cleaning guides.
- This will include cleaning areas such as corridors, offices, stairs, toilets, bathrooms, kitchens, dining rooms, clinical and patient rooms on a frequent basis using a variety of

tasks and procedures including: damp dusting all horizontal and vertical surfaces, high and low cleaning, replenishment of disposable items (including curtain hanging), emptying (and at times washing) waste bins and deep cleans (where applicable). To assist in low level window cleaning.

- Communicate with clinical staff and other relevant staff at times, barriers that make it not possible to provide the cleaning service at the allocated time, tactfully making them aware of the implications on non-delivery of service.
- Work to NHS standards of cleanliness and the required work frequencies as per the Work schedules provided.
- Responsible for ensuring security of stock whilst also monitoring and managing the stock levels and re-ordering using the local accepted practice on a weekly basis or as required.
- Co-operate fully when new methods of work or frequencies of cleaning are introduced.

### Manual Handling

- Safely move small items of furniture in line with policy to facilitate cleaning.
- Safely move bags of linen and waste on a regular basis in adherence to department policies.
- **Change medical gas cylinders and ensure medical gases on wards are maintained by exchanging medical gas cylinders as and when required.**

### COSHH - Storage of Chemicals

- To ensure the correct use of chemicals for the type of surface and finish, making certain the handling, storage and safe usage are in line with the COSHH regulations, data sheets and training given.

### Infection Control & Quality Control

- To adhere to all aspects of Infection Control in all areas of work, including the use of colour coded equipment to ensure there is no spread of infection and cross contamination.
- Responsible for observing and monitoring the condition of the environment you clean and report any issues and defects that will prevent you from carrying out your duties.
- Responsible for assessing the condition of all equipment you use and report any defects observed to ensure its continued quality and safety.
- **To adhere to the outlet flushing regime set out by Estates & Facilities to minimise the accumulation of Legionella bacteria in water systems in accordance with Health and Safety technical guidance.**

### Record Keeping and Audits

- Responsible for maintaining clear and accurate records providing documentary evidence that cleaning has taken place and inform Team leader as soon as possible if not completed a task and giving the reason why.
- To respond to any actions that may arise from cleaning monitoring audits, and infection control audits.
- Responsible for reporting of incidents, accidents and near misses that occur at work via the use of Datix.

### Porterage (site specific)

- Prepare rooms for meetings and assist with the sighting of signs.
- Assist with stock control, checking, collecting and delivering hospital stores.
- Assist the admin team with mail collection and delivery.
- To carry out minor facilities tasks such as changing bulbs and batteries, replacing dispensers.

- Removing clinical and household waste.
- Carry out floor maintenance using a variety of machinery.

### Safe Working Practises

- Ensure that all work is carried out in strict accordance with the handling and moving training received to ensure your personal health and safety and that of others.
- Ensure all tasks are completed using the risk assessments and 'safe systems of work' as instructed by your team lead or supervisor.
- Ensure patients privacy and dignity is maintained throughout your work.
- Carry out your duties adhering to the Lone Working procedures as per the training given by your manager and policies.
- Report any problems that might arise from your duties.
- Ensure that the assigned area of work is left secure by ensuring that where necessary all windows and doors are closed or locked, alarms are set and that lights are turned off.

### Catering (site specific)

- Ensure that patient meals and drinks are prepared correctly and delivered on time to the ward level point of nursing staff service delivery.
- The regeneration/cooking of frozen meals at Ward level, ensuring procedures are followed with regard to the cooking cycle and service of breakfast, lunch and supper to patients. Prepare sandwiches and salads as required.
- Serve patients meals to the delivery point for nursing staff to then distribute to patients.
- At times assisting nursing staff (under direct nursing staff supervision) in serving patients their meals and drinks.
- Ensure that Food Safety and food temperature regulations are adhered to and all required paperwork is completed.
- Carry out other catering procedures including, setting of tables (accounting for all cutlery), clearing of tables / servery, loading & unloading of ward and kitchen dishwasher etc.
- Ensuring stock rotation is carried out when putting stock away.
- Recording fridge temperatures and fridge usage.
- Recording delivered food temperature prior to hand over.
- Ensure the kitchen unit is clean and tidy, including all kitchen equipment, crockery, cutlery and utensils.
- Make and Assist with patient's beverages (5 beverage rounds delivered throughout the day by the Housekeeper to nursing staff for checking and delivery to patients).
- In extreme circumstance and only under the direction of the senior clinical nurse in charge you may be requested to assist nursing staff with the feeding of patients.

### General

- Work in line with the departments code of conduct standard.
- Carry out adhoc requests, prioritising your daily work load and undertake any other reasonable duty, which is appropriate to the band when requested by senior staff.
- ~~To assist the kitchen staff when as and when required.~~
- All roles within East Coast Community Healthcare CIC (ECCH) require staff to demonstrate our ABCD Commitments and Signature Behaviours in the care and service they provide to patients, service users, stakeholders and colleagues. All members of staff should consider these behaviours, which are detailed in the following pages, an essential part of their job role.

## PERSONAL RESPONSIBILITIES

All of the above activities are governed by the operational policies, standing financial instructions, policies and procedures and standards of ECCH as well as legislation and professional standards and guidelines.

You are also responsible for ensuring the following:

- The requirements of ECCH's statutory responsibilities in relation to codes of conduct, corporate and clinical governance are disseminated, acted upon and achieved.
- Compliance with the General Data Protection Regulations and Information Governance – the post-holder is not entitled to use for their own benefit or gain, or to divulge to any persons, firm or other organisation whatsoever, any confidential information belonging to ECCH or its subsidiary companies relating to the organisations affairs or dealings which may come to their knowledge during employment.
- Compliance with the Health & Safety at Work Act 1974 – the post-holder is required to fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards, and a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.
- Compliance with all mandatory training requirements as set by ECCH for your role.
- Protect yourself and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by ECCH.
- Act in such a way that at all times your actions safeguards the health and well-being of children and vulnerable adults. Familiarisation with and adherence to ECCH's Safeguarding Children and Adult policies is an essential requirement for all employees as is the participation in related mandatory/statutory safeguarding training.
- Post-holders are required to contribute to the organisation's performance against those aspects of the Assurance and Regulatory Frameworks pertaining to their role and to supply evidence of compliance with standards/targets.

ECCH is a learning organisation and an established placement provider for pre-registration learners; we support and value development of our existing workforce and the future workforce and as such everyone that works in ECCH is required to actively engage in supporting the learning environment.

ECCH believes that it has an ethical obligation to protect the environment. We recognise that our activities may have an impact on the environment and are committed to minimising our negative impact. Within ECCH we operate an environmental management system which meets the legislative requirements.

We involve our employees and contractors in our environmental programmes and make sure they have the necessary skills and information to carry out their roles effectively and have the minimum negative impact on the environment.

We are committed to continual improvement of our environment by setting objectives and targets and reviewing our performance via our non-clinical audit.

**NOTES – to all employees:**

As a term of your employment with ECCH, you can be required to undertake such other duties commensurate with your band and/or hours of work at your initial place of work or at any other of the organisations establishments, as may reasonably be required of you.

This is a description of the job as it is at present constituted. As part of your Appraisal Review your job description will be reviewed with you and updated accordingly.

## ABOUT US

ECCH is a social enterprise which provides NHS community health services across Norfolk and Suffolk. As a social enterprise, ECCH is owned by its staff and uses any surplus resources for the benefit of communities in Norfolk and Suffolk.



ECCH’s strategy is supported by the positive behaviours which are embedded throughout ECCH and are demonstrated by our staff. These are our ABCD Commitments and our Signature Behaviours, which are outlined on the next page.

## ABCD COMMITMENTS

As a staff owned organisation it is important to embed and sustain a culture in which all staff feel valued and supported. Our staff helped to create the below commitments which we believe set out the standards that we can expect from one another. Essentially these commitments are intended to outline the type of culture we are seeking to promote within ECCH by defining the components; Attitude, Behaviour, Competence, Delivery. We expect all staff to take ownership of these commitments and to demonstrate them in every aspect of their role.

Attitudes	Behaviours
<ul style="list-style-type: none"> <li>• Be Positive</li> <li>• Give and receive constructive feedback</li> <li>• Embrace challenge and change</li> <li>• Spend time listening</li> <li>• Build Strong Relationships with colleagues and stakeholders</li> <li>• Be open, honest, flexible and reliable</li> </ul>	<ul style="list-style-type: none"> <li>• Lead by example</li> <li>• Be open, honest and transparent</li> <li>• Constructively address behaviours and attitudes that compromise a positive team environment</li> <li>• Demonstrate entrepreneurial spirit</li> <li>• Treat everyone equally and with respect</li> <li>• Take ownership and get things done</li> <li>• Always act as an ambassador for ECCH</li> <li>• Be proactive with personal desire to succeed and make a difference</li> </ul>
Competence	Delivery
<ul style="list-style-type: none"> <li>• Aim to deliver a high quality service every time, every day</li> <li>• Look after our own wellbeing and support others</li> <li>• Expand knowledge, share and develop ideas to continually improve and enhance our services</li> <li>• Support the delivery of our strategic objectives</li> <li>• Make the most of every opportunity that arises in the interest of our company</li> </ul>	<ul style="list-style-type: none"> <li>• Aspire for excellence in all that we do</li> <li>• Be professional at all times</li> <li>• Be accountable for decisions</li> <li>• Contribute to the development of our staff owned organisation</li> <li>• Take personal responsibility for reading, responding to and sharing communications</li> </ul>

## SIGNATURE BEHAVIOURS

We are building an 'intentional culture' with the Evolve programme that will help us meet our future challenges. Our four signature behaviours underpin how we want to do things in ECCH. All staff will be able to relate to these behaviours and all staff will be expected to positively demonstrate them in the workplace.

<p><b>We Listen, We Learn, We Lead</b></p> <ul style="list-style-type: none"> <li>• We convert ideas and feedback into action</li> <li>• We lead every day in many different ways (including following)</li> <li>• We take the time to hear what people say, not what we want to hear</li> <li>• We believe lifelong learning improves the wellbeing of all</li> </ul>	<p><b>Work Together, Achieve Together</b></p> <ul style="list-style-type: none"> <li>• When the team wins, we all win</li> <li>• We are part of our community and a system of care (no person is an island)</li> <li>• To do what I do, I need you (My team needs your team for ECCH to succeed)</li> <li>• Wellbeing is Key – Comfortable, Healthy, Happy</li> </ul>
<p><b>My Responsibility, My Accountability</b></p> <ul style="list-style-type: none"> <li>• We do what we say we will do</li> <li>• We are part of the solution, not the problem</li> <li>• We are positive: where blame is present, accountability is absent</li> <li>• Our Evolve behaviours are our responsibility</li> </ul>	<p><b>Be Cost Conscious, Respect Our Resources</b></p> <ul style="list-style-type: none"> <li>• We understand that every pound wasted is a need left unmet</li> <li>• We all share in ECCH's success</li> <li>• We innovate to grow our success</li> <li>• Saving 0.5% of our budget generates £175,000 – What could we achieve?</li> </ul>





PERSON SPECIFICATION		
<b>Post Title:</b>	HOTEL SERVICES OPERATIVE – DOMESTIC SERVICES AND PORTERAGE	
<b>Band:</b>	2	
QUALIFICATIONS		ASSESSMENT METHOD
<b>ESSENTIAL</b>	<b>DESIRABLE</b>	Application Form Qualification Certificates seen at Interview
<ul style="list-style-type: none"> <li>NVQ level 1 in Cleaning and Support Services OR equivalent experience</li> <li>GCSE D or above in Maths and English ( language and literature) OR the equivalent education certificates</li> <li>Good literacy skills</li> </ul>	<ul style="list-style-type: none"> <li>NVQ level 2 in Cleaning and Support Services</li> <li>Basic Food Hygiene Certificate or relevant evidenced experience</li> <li>GCSE C or above in Maths and English (language and literature)</li> <li>Gas Safe Certificate – medical gasses</li> <li>Food Hygiene Certificate</li> </ul>	
EXPERIENCE		ASSESSMENT METHOD
<b>ESSENTIAL</b>	<b>DESIRABLE</b>	Application Form Interview
<ul style="list-style-type: none"> <li>No experience required as full training is given on the job</li> </ul>	<ul style="list-style-type: none"> <li>Worked in a cleaning environment</li> <li>Worked in a commercial kitchen environment</li> <li>Worked with medical gasses</li> <li>Previous experience of working food preparation and food regeneration systems</li> </ul>	
SKILLS AND KNOWLEDGE		ASSESSMENT METHOD
<b>ESSENTIAL</b>	<b>DESIRABLE</b>	Application Form Interview
<ul style="list-style-type: none"> <li>Basic knowledge of cleaning</li> </ul>	<ul style="list-style-type: none"> <li>Previous NHS cleaning experience</li> <li>Knowledge of the cleaning colour coding.</li> <li>Knowledge of COSHH</li> <li>Basic knowledge and use of hand tools for minor maintenance issues</li> </ul>	

PERSONAL ATTRIBUTES		ASSESSMENT METHOD
<b>ESSENTIAL</b>	<b>DESIRABLE</b>	Interview
<ul style="list-style-type: none"> <li>• Good communication skills both written and verbal.</li> <li>• Ability to work alone unsupervised.</li> <li>• Ability to manage time effectively.</li> <li>• Ability to use own initiative to manage the requirements of the job.</li> <li>• Clean smart appearance.</li> <li>• Reliable.</li> <li>• Trustworthy.</li> <li>• Good time keeping.</li> <li>• Motivated to learn.</li> <li>• Ability to undertake all Statutory and Mandatory training.</li> </ul>	<ul style="list-style-type: none"> <li>• I.T Skills</li> <li>• Full UK driving Licence</li> <li>• Ability to work across different sites</li> <li>• The desire to learn new skills</li> </ul>	