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| **Job Title:** | **Hospitality Manager** |
| **Reports To:** | **General Manager** |

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| **Job Summary:** | The Hospitality Manager is responsible for delivering a customer centric experience at Avery whilst ensuring that residents’ needs are fully integrated and supported. Overseeing and effectively managing all areas of the home that is nonclinical and care related to include; food and beverage services, housekeeping, activities/events and reception |

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| **Role Responsibilities:** |
| * **Ensure that effective working practices to deliver high standards of service are adopted within all areas of hospitality including activities/events, housekeeping, food and beverage services and reception**
* **Maintain high standards of cleanliness and aesthetics throughout the home environment including the garden and outdoor areas**
* **Follow the Standard Operating Procedures to consistently deliver Averys brand standards throughout the home**
* **Ensure that all work is planned, prioritised and delegated effectively to accommodate the resource and skill base of the team**
* **Link the operational day to day management of the home with the corporate objectives**
* **Lead by example by demonstrating what good looks like to ensure that your team have clear expectations of their role**
* **Exceed customer expectations by closely monitoring service levels within the home that are delivered by your team**
* **Manage resident expectations by effectively communicating via forums and entering into daily conversations with residents regarding the hospitality service levels at the home**
* **Ensure that all home literature is up to date regarding applicable resident services**
* **Coordinate the day to day delivery of home improvement projects as defined within the home’s improvement plan**
* **Manage associated costs within the assigned budgets**
* **Identify commercial opportunities within your department and adopt efficient ways of working as best practice**
* **Oversee the recruitment and ongoing performance management of your team resulting in the appropriate skill level being allocated to meet the needs of the business**
* **Ensure that rota planning within your remit is appropriate (within budget), fair and effective to achieve high service levels**

**This is not intended as an exhaustive description of duties and responsibilities and may be amended following consultation with the jobholder.** |

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| **Person Specification:** |
| **Experience**  | **Essential/Desirable**  | **Assessment**  |
| Basic numeracy and literacy skills | E | Application form/CV |
| Previous experience in a management/supervisory role | E | Application form/CV |
| One to two years’ experience in a similar role and/or experience of working in healthcare, restaurants or hotels | E | Application form/CV |
| **Knowledge/Skills & Abilities** |  |  |
| Understanding of the Hotel & Care industry standards, policies and procedures | E | Application form/CV |
| Cultural awareness | E | Application form/CV |
| Industry relevant qualifications or equivalent | E | Application form/CV |
| Ability to motivate others | E | Application form/CV |
| Excellent personal presentation skills | E | Application form/CV |
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| Values – I am fully committed to being: * Caring
* Supportive
* Honest
* Respectful
* Accountable
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| Agreement: |
| **Employee Signature:** |  | **Date:** |  |
| **Manager Signature:**  |  | **Date:**  |  |