

Job Description and Selection Criteria

Hospitality Services Manager

VISION

To enrich the lives of everyone in our community.

PURPOSE

To provide a caring community where every person feels safe and has the freedom and choice to live the life they desire.

R

RESILIENT

We have the strength to overcome challenges, learn from failures, and persist with hope and determination

E

ETHICAL

We act with fairness, integrity, and honesty, by acknowledging mistakes, respecting boundaries, and treating others with empathy.

S

SAFE

We uphold a SwanSafe way of working to ensure we provide an environment free of harm for everyone.

P

PROFESSIONAL

We interact with respect, dependability, and punctuality, ensuring clear communication, fairness and trust.

E

EMPOWERED

With ongoing support, training, and education, we grow into the best versions of ourselves.

C

COMPASSIONATE

We demonstrate courtesy, kindness, and understanding to everyone, consistently applying a person-centered approach in all that we do.

T

TRANSPARENT

Our collaborative approach fosters a workplace committed to being open, honest and approachable.

Location

Bentley Park

Reporting To

General Manager Growth and Support Services

Direct Reports

Head Chef
Administration Assistants Hospitality
Roster Coordinator Hospitality
Commercial Hospitality Supervisor
Laundry Supervisor

Award / Agreement

Common Law Contract

Position Objective

Ensure high standards of hospitality services through effective planning, budgeting, employee management, and mentoring. Ensure compliance with legislation and policies while fostering collaboration with stakeholders to enhance catering and laundry services at SwanCare sites.

Responsibilities

- Oversee safe, effective, and efficient food and laundry services within residential care facilities, cafes, catering, and the village meals program. Monitor and report key operational metrics
- Work with Chefs, Dieticians, Care Service Managers and Older People to offer menus and dining experience that are regularly reviewed in line with regulation and budget, while being highly inclusive of special diets, allergies, preferences and budget
- Continuously review, develop and implement hospitality service models, budgets and rosters to resolve issues and ensure efficient and optimised operations
- Develop, review and refine structures, job descriptions, policies and processes/procedures
- Participate in the strategic development and implementation of strategy for the Hospitality Services department and be able to implement projects from idea to reality within set timeframes
- Continuously strive to take hospitality operations to the next level, seeking out advances in equipment, technology and industry developments
- Ensure compliance with food safety standards, IDDSI, HACCP, allergens and other standards and participate in regular internal and external audits
- Provide guidance, support, and regular check-ins with the team to ensure smooth operations. Foster a culture of Teamwork and collaboration.
- Be visible and build rapport with the hospitality team and within SwanCare and ensure quality control at all end points on regular intervals
- Demonstrate effective leadership qualities including honesty, courage, compassion, empathy, integrity, commitment, passion, creativity, innovation, sound decision-making, and accountability. Foster a culture of respect and empowerment within the team to drive organisational success
- Ensure ongoing monitoring of customer satisfaction throughout all of Hospitality Services and meet with older persons and their representatives to address their needs and concerns
- Provide constructive feedback and communicate effectively with all stakeholders
- Deliver high-level customer service and actively listen to feedback and concerns
- Demonstrate responsiveness and sensitivity to the needs and requirements of older people and customers, ensuring their information is handled with care

Personal Development

- Maintains and develops professional knowledge and skills related to position.
- Actively participates in professional associations and SwanCare Group committees as requested.
- Sets goals for personal and professional growth and revises them annually.

Corporate Values

- Actively promotes & develops the corporate values of the organisation.
- Acts in accordance with all relevant legislation, policies, principles, and procedures
- Participates in processes to monitor customer satisfaction throughout services delivered by the role

Work Health and Safety

- Accepts responsibility for own occupational health and safety requirements.
- Attends all mandatory education
- Utilises Universal Precautions at all times.
- Reports all hazards, accidents and incidents and completes the appropriate forms.
- Identifies and reports any practice / equipment which may reduce safety for staff or residents.
- Works in a safe manner, considering own safety and that of other staff members, residents, and visitors to SwanCare Group.
- Ensures equipment that is broken and may present an injury risk to staff and residents is removed from the work area and a request is submitted to the appropriate Manager.
- Conducts safety audits when requested to do so.

Other

Other tasks may be assigned from time to time to meet the needs of the organisation and/or to assist with the employee's development.

Performance of all tasks to the required standard is essential to maintain the contribution of this position to SwanCare Group standards and the effectiveness of operations.



Selection Criteria – Hospitality Services Manager

Essential Criteria

- Tertiary qualifications in Hospitality or a related field, and/or over 3 years of experience in a hospitality management role
- Experience in large single-campus or multi-site hospitality environments such as aged care, hospitals, or hotels/resorts, including familiarity with cook-chill processes and commercial kitchen and laundry equipment
- Comprehensive understanding of food safety, IDDSI, and HACCP standards and allergens
- Proven experience in developing business plans, budgets, financial management practices, and related business systems, including presenting to Executive and Board as required
- Strong attention to detail and sound analytical skills
- Highly developed communication and interpersonal skills, with the ability to liaise, consult, and present information to diverse clients and stakeholders in various contexts
- Well-developed time management and organisational skills, with the ability to perform effectively under pressure
- Proficiency in Microsoft suite of products and catering software applications with a eagerness to learn and improve systems
- Strong commitment to teamwork and leading by example
- Dedication to customer service and exceeding customer satisfaction
- Strong negotiation and conflict resolution skills
- National Police Certificate
- Current Driver's Licence
- Working knowledge of Work Health and Safety (WHS) legislation

Desirable Criteria

- Influenza vaccination
- Covid-19 vaccination
- Sound understanding of the principles and practices of Continuous Improvement in aged care.
- Working knowledge of the Aged Care Quality Standards.

SIGNED as an agreement.

Employee

Date: _____

Manager

Date: _____

People & Culture

Date: _____

