**JOB DESCRIPTION**

**Job Title:** Ward Hostess  
**Location:** Practice Plus Group Hospital, Birmingham  
**Responsible to:** Operations Manager

**About Practice Plus Group**

Practice Plus Group is an independent healthcare provider with a strong track record of high-quality patient care, excellent clinical outcomes, and operational efficiency. Working in partnership with the NHS, we deliver accessible and effective treatment across a range of specialties. Our commitment to teamwork, continuous learning, and patient-centred care makes us a leader in the healthcare sector.

**Purpose of Role**

The Ward Hostess is responsible for delivering high-quality food and beverage services to patients while maintaining high standards of hygiene, safety, and patient care. This role ensures that patient dietary needs are met and contributes to their overall hospital experience.

**Scope of Role**

The Ward Hostess plays a crucial role in ensuring that patients receive appropriate meals in line with their dietary requirements. This includes liaising with the catering and clinical teams, maintaining cleanliness in food service areas, and ensuring compliance with food hygiene regulations.

**Principal Duties and Responsibilities**

* Deliver and collect patient meals in a timely and courteous manner.
* Assist patients in making meal choices, ensuring dietary requirements and preferences are considered.
* Maintain excellent communication with the catering team and nursing staff to ensure accurate meal service.
* Adhere to food safety and hygiene standards, including temperature monitoring and documentation.
* Ensure all food service areas, trolleys, and ward kitchens are cleaned and maintained to a high standard.
* Monitor and report any concerns regarding patient nutrition and hydration to the nursing team.
* Ensure stock levels of food, beverages, and equipment are maintained and replenished as necessary.
* Always adhere to hospital infection control protocols and hospital health and safety guidelines.
* Provide a compassionate and friendly service, enhancing the patient experience.

**Management Responsibilities**

* Ensure compliance with Practice Plus Group policies, including food hygiene, infection control, and health and safety.
* Support training and development of new staff as required.
* Report any maintenance or safety concerns to the Facilities Manager.
* Work collaboratively with all hospital departments to enhance service efficiency.

**General Responsibilities**

* Undertake any other duties relevant to the role as directed by the Facilities Manager.
* Continually promote a high standard of patient care, and customer service at all times.
* Participate in team meetings and contribute to service improvements.

**Person Specification**

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| **Factor** | **Essential** | **Desirable** |
| **Physical Requirements** | Satisfactory Occupational Health clearance. | Good attendance record. |
| **Education & Qualifications** | Food Hygiene Certificate (or willingness to obtain within the first month of employment). | Level 2 Food Safety qualification. |
| **Experience** | Experience in a catering, hospitality, or customer service role. | Experience in a hospital or healthcare setting. |
| **Skills, Knowledge & Abilities** | Excellent communication and interpersonal skills. Strong understanding of food hygiene and safety regulations. | Knowledge of special dietary requirements in a healthcare setting. |
| **Aptitude & Personal Characteristics** | Compassionate and patient-focused. Ability to work  independently and as part of a team. Attention to detail, good written standard of English and ability to follow instructions accurately. | Ability to work flexible hours. |

This job description outlines the key duties and responsibilities of the Ward Hostess role and may be subject to change in accordance with service needs.