

<b>Job Title</b>	Services Manager
<b>Division</b>	Hospital
<b>Location</b>	Hoedspruit Private Hospital
<b>Reporting Structure</b>	Hospital Manager

### Job Summary

As the Services Manager at Hoedspruit Private Hospital, your role is pivotal in overseeing and managing all outsourced services critical to hospital operations. You will ensure that services such as security, cleaning, kitchen, coffee shop, doctor's consulting rooms, and laundry services are delivered efficiently, effectively, and in accordance with hospital standards and regulatory requirements.

### Requirements

- Strong understanding of service contract management and vendor relations.
- Excellent organizational and multitasking abilities.
- Strong written and verbal communication skills.
- Ability to work collaboratively with various departments and stakeholders.
- Proficiency in using office software, including Microsoft Office Suite.
- Knowledge of healthcare industry regulations and standards is advantageous.

### Qualifications

- Bachelor's degree in Business Administration, Healthcare Management, Facilities Management, or a related field.
- Certification in Facilities Management or Healthcare Management is a plus.
- Training in contract negotiation and management.

### Experience

- Minimum of 3-5 years of experience in a services management role, preferably within a healthcare setting.
- Experience managing outsourced services such as security, cleaning, kitchen, and laundry services.
- Demonstrated experience in managing vendor relationships and service contracts.

### Responsibilities

- Oversee and manage all outsourced services, including security, cleaning, kitchen, coffee shop, doctor's consulting rooms, and laundry services.
- Develop and implement policies and procedures to ensure efficient and effective management of outsourced services.
- Negotiate and manage service contracts, ensuring terms are met and services are delivered to a high standard.
- Conduct regular performance reviews of outsourced service providers, addressing any issues or concerns promptly.
- Coordinate with department heads to ensure outsourced services meet the needs and expectations of the hospital.
- Monitor and manage budgets for outsourced services, ensuring cost-effective operations.
- Ensure compliance with all relevant regulations, standards, and hospital policies.
- Handle any escalations or issues related to outsourced services, working to resolve them quickly and effectively.
- Conduct regular inspections and audits of outsourced services to ensure quality and compliance.
- Collaborate with the procurement department to source and evaluate new service providers as needed.
- Maintain accurate records and documentation related to service contracts, performance reviews, and compliance.
- Report on the performance and status of outsourced services to hospital management.

### Company needs

- Ensure high-quality and efficient delivery of all outsourced services to support hospital operations.
- Maintain cost-effective management of service contracts and vendor relationships.
- Ensure compliance with all relevant healthcare regulations and standards.
- Foster a collaborative and positive relationship with outsourced service providers.
- Contribute to the overall effectiveness and reputation of Hoedspruit Private Hospital by ensuring reliable and high-standard outsourced services

### **Hoedspruit Private Hospital is an equal opportunity employer.**

The Company's approved Employment Equity Plan and targets will be considered as part of the recruitment process aligned to the Company's Employment Equity strategy.

Interested candidates who meet the above criteria are requested to e-mail a detailed CV to [careers@hphospital.co.za](mailto:careers@hphospital.co.za)

### **Please Note:**

By applying for this position and providing us with your CV and other personal information, you are consenting to the information being processed for possible recruitment and selection purposes only or for such purpose relating to assessing the establishment of an employment relationship with yourself, and this will be done in accordance with the applicable data protection and privacy legislation. We confirm that such information will not be used for any other purpose without your prior consent.

Kindly note that only shortlisted candidates will be contacted. Applicants who have not been contacted within 30 days of the closing date of this advert, should consider their application as unsuccessful.