



Director of Hospitality Training

(In charge of Training, Learning & Quality)

Hamad Medical Corporation (HMC)

Doha - State of Qatar

www.hmc.org.qa

Company Profile

Hamad Medical Corporation (HMC) is a dynamic, quality driven health care organization that currently provides more than 90% of all health services throughout the State of Qatar. HMC delivers care over the full spectrum of services across primary, acute, and continuing care. This care is delivered through five hospitals (in total 1200 beds) and 23 primary health centres and its 15,000 employees.

Job Summary

The position of Director of Hospitality Training has arisen following a management re-structure to manage all Training, Development and Learning processes related to customer/patient services and hospitality processes, including Quality Management to measure and audit service performance levels. The restructuring/ change management process towards a total quality organization runs throughout the entire organization. To upgrade Hospitality services in the Hospitals and Clinics, HMC is currently in full progress of assembling a dedicated team of experienced hoteliers to implement (as part of it's strategic vision) a 5* hospitality service culture throughout the entire organization in terms of both software (people & services) and hardware (facilities & products). The team consists of an Executive Director Hospitality (in place, former hotel GM), Director of Catering, Executive Chef, all with international quality hotel management backgrounds.

Requirements

The Training candidate must have a 5* hotel background. Experience in cluster settings and/or hotels of over 1000 rooms, as well as experience of opening a 5 * hotel is a big plus and have experience with Change Management. He/She will report to the Executive Director of Hospitality. Applicants must have strong hands-on as well as development experience of Training & Learning programs for large international teams. He/She will be able to train staff from Rank & File level up to Management & Department Head Level through a systematic approach that incorporates training into the culture and day-to-day activities within HMC.

Middle East and GCC experience is highly preferred. Fluent English is required and Arabic language would be a plus. Certifications or Diplomas in Six Sigma, ISO or other TQM systems are considered a plus. This role is open immediately.

Essential General Duties:

- Demonstrate knowledge and application of HMC mission, vision, and values
- Establish departmental regulations and procedures in conformance with approved HMC policies and develop standards for organization & supervision of all Training, Learning and Quality operations
- Set goals and targets for performance indicators, monitor and take necessary action to ensure achievement of HMC's long-term operational plans.
- Review and approve work schedules of personnel.
- Review and approve staff appraisals and performance ratings
- Interview and make final selection of applicants for employment in the Department
- Select personnel for transfer, promotion, and special training to ensure most effective utilization of individual skills and staff development
- Delegate authority to supervisory staff as needed for task details to facilitate smooth flow of materials and services and develop and implements cost reduction, work simplification methods and techniques and improvement programs.
- Attend HMC meetings and conferences
- Comply with HMC policies and procedures, and in particular infection control, safety and quality management for internal and external customers.
- Participates in the execution of new projects including planning and costing.
- Perform other duties as requested

Essential Departmental Duties:

- Plan, direct, and coordinate activities of the Department with the objective of providing quality staff training solutions for the benefit of HMC patients and employees (internal and external customers)
- Coordinate preparation, review, and approve Training related tenders
- Supervise the preparation or updating process of the organizational chart, job descriptions, manuals, and guidelines covering all phases of departmental operations for use by employees
- Confer with other department heads regarding HR and administrative matters of Training topics to enhance standards of patient care
- Institute changes in techniques or procedures for more efficient operation
- Conduct spot checks of work, storage, and serving areas to ensure HMC regulations and directives governing safety and service performance regulations are followed
- Attend professional meetings and conferences to keep abreast of current practices and new trends in (Hospital and Hotel) Training practices
- Prepares and/ or recommends requisitioning/ ordering pertaining to training and learning & development supplies. Participates in the Training budget and business plan preparation.

Position Qualifications

Education: Degree(preferably Masters)or Professional Diploma in HR or Training and other related subjects.

Language Skills: Fluent Written and Spoken English

Computer Skills: Excellent working knowledge of Training applications.

Minimum 5 years experience in managerial or senior supervisory capacity in a hotel or 5 * Cruise Liner and experience with Change Management.

Applicants must have hands-on training experience as well as experience in the development of training programs. Middle East and GCC experience is highly preferred. TQM certification preferred.

Key Relationships:

Managing Director, Executive Director of Hospitality, Director of Catering, Executive Chef, Executive Director of HR, Key technical personnel, Key Hospital Management executives and internal key departments as well as various contracted/ external training and learning & development management companies.

Key Competencies:

- Delivering HMC's Strategy
- Leadership and Direction
- Purpose and Direction
- Harnessing Technology
- Communication
- Strategic Thinking
- Integrity and Conviction
- Operational Awareness
- Developing People
- Excellent Training Skills

Package Offered:

Basic Salary:	QRs 26500 per month
Transport Allowance:	QR 1250 per month
Accommodation:	Free with either Fully Furnished or Furniture Allowance of QR27500, depending on type of accommodation allocated.
Annual Leave:	40 days plus all Public Holidays
Travel:	Business Class
Car Loan entitlement;	QR25000 interest Free to be recovered over 24 months School Fees: Paid up to QR21000 per child, up to 3 children aged 5 - 18 who must be attending a private school in Doha.
Baggage Allowance:	On joining Upto 50 KG for applicant and up to 200 Kg for family. On repatriation up to 100 KG for applicant and up to 250 KG for family.