



Jobin Thomas

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Date of birth: 16/02/1989 **Place of birth:** Koothattukulam, India **Gender:** Male

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ABOUT ME

I am an energetic, ambitious person who has developed a mature and responsible approach to any task that I undertake, or situation that I am presented with. As a graduate with six years' experience in management, I am excellent in working with others to achieve a certain objective on time and with excellence.

WORK EXPERIENCE

Night Team Leader

Heathfield Care homes [24/12/2024 – Current]

City: Horsham | **Country:** United Kingdom

Key Tasks and Responsibilities

1. The Team Leader in charge, to manage and lead all members of the Care staff team, so as to ensure that all related functions and responsibilities are carried out properly, with high standards of management, communication and motivation always adopted. To liaise with GP Practices, District Nurses and other outside agencies.
 2. To help and encourage all junior members of Care staff to contribute to the best of their ability to the efficient running of Heathfield, the creation of the right atmosphere and the fostering of good working relationships.
 3. To participate in and contribute constructively to staff and Resident meetings.
 4. To assist in the training of junior members of Care staff in all aspects of their work.
 5. To ensure that all members of Care staff comply with Heathfield's requirements relating to the wearing, repair and cleanliness of uniforms and work apparel.
 6. At shift changeover times to liaise and communicate with Team Leader colleagues as appropriate.
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1. Following training, abiding by the rules and regulations governing the safe handling of medicines and paying close attention to detail, to administer prescribed medications to Residents, keeping all related records accurately and up-to-date as per NMC guidelines.
 2. To be familiar with Heathfield's fire regulations and emergency procedures. To participate in regular fire training and emergency practices.
 3. In respect of any accident or notable incident which occurs whilst you are in charge, to record full details to (i) the Handover List; and (ii) the Resident's Care Plan as appropriate. Also, if appropriate, to draw the Care Manager's attention (or the attention of other senior personnel) directly to the accident or incident.
 4. To ensure that strict confidentiality is maintained in respect of all aspects of Residents' care and their affairs, with all personal data and records being safeguarded in full compliance with the GDPR Act and related Principles.
 5. To answer the main door and the telephone and to greet visitors to Heathfield.
 6. Assist CQC during visits of inspection.
 7. Assist the Care Manager to carry out regular checks on Medication to monitor and audit accurate and correct administration.
 8. Assist the Care Manager with regular control and ordering of Residents' medication.

1. To ensure Key Workers are supporting residents by talking to them to promote their mental and physical wellbeing,

taking them outside of the premises (including in wheelchairs) and by sharing with them in activities such as reading, writing, hobbies or other recreational activities.

2. To assist Residents who need help with dressing, undressing, bathing and toileting.

3. To help Residents who have mobility problems or other physical disabilities such as incontinence.

Care Assistant

Ashtonleigh Care Homes [27/09/2024 – Current]

City: Horsham | Country: United Kingdom

- -Providing personalised care and assistance to residents, respecting their dignity and independence.
- Building meaningful relationships with residents and their families, creating a supportive and nurturing environment.
- Collaborating with colleagues to ensure the highest standards of care are always maintained.
- Embracing our mission of putting residents first in everything we do, from daily interactions to long-term care planning.

Health care assistant

Caring Homes group Myrid [06/02/2023 – 23/09/2024]

City: Horsham, West Sussex | Country: United Kingdom

- Providing personalised care and assistance to residents, respecting their dignity and independence.
- Building meaningful relationships with residents and their families, creating a supportive and nurturing environment.
- Collaborating with colleagues to ensure the highest standards of care are always maintained.
- Embracing our mission of putting residents first in everything we do, from daily interactions to long-term care planning.

Store manager

Cafe Nero [02/01/2023 – 04/02/2023]

City: Horsham, West Sussex | Country: United Kingdom

- Preparing weekly work schedules for staff and finding suitable replacements in cases of staff absence.
- Ensuring that all café expenses are within budget and identifying ways to decrease operational costs.
- Receiving delivered café supplies and verifying that the correct items and quantities have been delivered.
- Taking inventory of café supplies and ordering new stock as needed.
- Resolving customer complaints regarding food quality and customer service.
- Suggesting new menu items based on customers' preferences and feedback.
- Identifying strategies to retain and attract customers.

Restaurant manager

Dominos(Jubilant) India [04/10/2021 – 30/11/2022]

City: Cochin | Country: India

- To plan and carry out operations of the store, so as to maintain smooth functioning of the store with focus on sales up gradation by maintaining high standards, in accordance with agreed business plans.
- Ensure upkeep of store premises & manage all the equipment's of the store for smooth operational flow.
- Execution of Shift in the Store as per the agreed plan.
- Planning for staff deployment during the shift.
- Carry out local sales Marketing like door hanging, Newspaper insertion, Corporate calling.
- To carry out staff meeting at periodic intervals and ensure motivation of the team.
- Preparing different kinds of reports on food cost, inventory, wastage, P&L.

Cafe manager

Starbucks(Alshaya) [04/07/2015 – 27/07/2021]

City: Abudhabi | Country: United Arab Emirates

- Completes store operational requirements by scheduling and assigning partners; following up on work results.
- Identifies current and future customer requirements by establishing rapport with customers and other partners who are in a position to understand service requirements.
- Maintains and models a calm demeanour during periods of high volume or unusual events. Continues to keep store operating to standard and sets a positive example for the shift team
- Exhibits a willingness and desire to share coffee knowledge and stories with others
- Displays a 'customer first' attitude by training and holding partners accountable for delivering legendary customer service.
- Solicits feedback from the customers
- Supervisory Responsibilities:
 - Interviewing & training partners, planning, assigning and directing work
 - Regular interaction/ review with the team
 - Encourage team to take independent decisions
 - Conduct goal setting
 - Developing strategic and operational plans for the work group, managing execution and measuring results
 - Review performance to achieve organizational goals
 - Gather & evaluate employees performance
 - Appraising performance
 - Addressing complaints and resolving problems.
 - Coaching, counselling, and disciplining
- Ensures partners adhere to legal and operational compliance requirements
- Drives coffee conversations within the team and creates a culture of coffee appreciation
- Achieves financial objectives based on the annual budget; scheduling expenditures; analyzing variances; initiating corrective actions
- Manage store revenue, including cash handling, deposit reconciliation and delivery of deposits to bank.

Retail store supervisor

Starbucks(Alshaya) [16/12/2012 – 30/06/2015]

City: Dubai | Country: United Arab Emirates

Oversee Staff

One of the main duties of store supervisors is to oversee all the professional activities of their store's floor salespeople, cashiers, shelf stockers, and other employees. This can involve advising staff, providing regular performance reviews, training new staff members, and scheduling shifts.

Meet Financial Goals

Another main duty of store supervisors is to do all they can to help their store meet its financial objects. This can include drawing up budgets, analyzing expenditures, evaluating the amount of merchandise delivered versus the amount of merchandise sold, and more.

Maintain Inventory

Store supervisors are responsible for maintaining their store's inventory. In the back of the store, this means ensuring that deliveries are made on time, that inventory counts are accurate, and always remaining adequately stocked without unnecessary waste.

Maintain Sales Floor

In addition to maintaining their store's inventory, store supervisors are responsible for maintaining their store's sales floor. This involves setting up new displays, ensuring that the store is clean and orderly, and making sure shelves are stocked.

Customer Service

As one of the highest-ranking employees at a store, store supervisors regularly help customers, addressing their questions, concerns, and comments. This can include helping customers to find specific items, sorting out complex refunds, resolving complaints, and more.

Record Keeping

To provide informed decisions, store supervisors must keep detailed records, including expenditure reports, sales figures, and employee performance. They will then use those records to help make smarter decisions in the future.

Barista

HMS Host International [16/08/2010 – 30/11/2012]

City: Bangalore | Country: India

- Gives excellent and friendly customer service
- Accurate cash handling and operation of POS system
- Stocking out pastries, cookies, etc. for sale. Restocking products as necessary
- Provides high-level of coffee service during busy hours, includes making a variety of espresso and non-espresso drinks
- Up keeping our high cleanliness standards, maintaining a clean and organized workstation

EDUCATION AND TRAINING

NCFE Cache- Level 3 Diploma in Adult Care

NCFE Cache [29/07/2024 – Current]

City: Luton | Country: United Kingdom | Level in EQF: EQF level 3

Bachelors degree in Economics

Mahtma Gandhi University [10/06/2006 – 04/08/2009]

Address: Kottayam,Kerala, Kerala (India)

Diploma in Customer service

Aptech Institution [10/08/2009 – 15/08/2010]

Address: Bangalore, Bangalore (India)

Higher Secondary in Commerce

Kerala Education [05/07/2004 – 03/05/2006]

Address: Govt.Model.Higher Secondary School,Palakuzha, Ernakulam (India)

S.S.L.C

Kerala state syllabus [03/05/2004]

Address: Govt.Model High School,Palakuzha , Ernakulam (India)

CERTIFICATION

[06/02/2023 – Current]

Care Certified

England Of Health

[06/02/2024 – Current]

Level 3 Award in Health and Social Care

School of Health care(CPD Certified)

LANGUAGE SKILLS

Mother tongue(s): Malayalam

Other language(s):

English

LISTENING B2 **READING** B2 **WRITING** B2

SPOKEN PRODUCTION C1 **SPOKEN INTERACTION** C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

SKILLS

MS Office (MS Word; MS PowerPoint; MS Excel; MS Publisher; MS Outlook; MS Teams) / DATA ENTRY

Skills

Good listener and communicator / Decision-making / Motivated / Team-work oriented / Health care

DRIVING LICENCE

Driving Licence: B

Driving Licence: United Kingdom License