##### JOB DESCRIPTION

**JOB TITLE:** Housekeeping Manager

**RESPONSIBLE TO:** Operations Manager

**RESPONSIBLE FOR:** All staff in the department

**ACCOUNTABLE TO:** Operations Manager

## **JOB SUMMARY**

To provide and coordinate housekeeping services for PPGHSM. Operating as a lead of department, the post holder is to be responsible for all aspects of Housekeeping.

This will include:

* Ensuring that all appropriate policies and procedures are implemented and complied with, including NHS National Cleaning Standards.
* Maintaining an accurate stock system including receiving and checking of goods in/out.
* Compliance with all financial policies and procedure relating to ordering and stock control. This will include raising purchase orders for the hospital, and validating invoices.
* Complete statutory and other monitoring procedures as required.
* Be responsible for the Housekeepers under their supervision and ensuring that those members of staff comply with company policies and procedures.

### Principal Duties and Responsibilities

**Managerial**

* Provide clear and consistent leadership to staff in the housekeeping department, maintaining a visible presence in line with the hospital operational plan.
* To lead in the recruitment and selection process of staff positions, sickness reviews, informal and formal disciplinary issues, poor performance and use of agency/bank staff.
* Provide leadership to all levels of staff, ensuring that discipline is maintained and all staff have the opportunity to achieve their maximum potential via development, training, and competency based assessments through Personnel Development Reviews.
* To promote positive inter professional working relationships within the facilities environment and all other departments.
* To develop methods of reliably measuring performance against local and national quality standards and targets, through benchmarking, audit and research. Actively involved in the relevant components of the PLACE audit
* Measuring and ensuring effective resource allocation and utilisation, by ensuring that Team members are equipped with the appropriate knowledge and expertise.
* To ensure that all staff are aware of and comply with current Company policies, procedures and current legislation relating to, Equal Opportunities and Health and Safety.
* Responsible for the ordering and maintenance of stock.
* Responsible for ensuring that all equipment used within the department is in good working order and is used appropriately.

**Communication:**

* Ensure that identified lines of communication are maintained with patients, colleagues and external agencies to demonstrate politeness and courtesy and sensitivity promoting the corporate image of PPGHSM.
* Be actively involved in Management Forums and facilitate own team meetings and inter team meetings to ensure flexible working and service provisions. Provide and circulate minutes and all relating documents/presentations formally and informally.
* Play an integral role in ensuring that all team members are aware of local and general Health & Safety matters, Clinical Governance and other on-going issues, which arise including patient safety issues.
* Demonstrate the ability to be able to motivate and persuade others through advanced communication skills.
* Ensure information is shared with staff and all are aware to the centres goals and achievements

**Clinical Governance:**

* Ensure systems are in place so that all staff are aware of and work in accordance with legislation and Company policies pertaining to Health and Safety, COSHH and infection control.
* Ensure that proficient risk assessment and reporting is being undertaken at all levels and lessons are learnt and implement taking account of valid new evidence.
* Assisting and investigating verbal and written complaints and staff grievances followed by action, planning and publishing lessons learnt where appropriate.
* To maintain standards of infection control within the boundaries of your responsibility in the treatment centre.

**Core Responsibilities:**

* To ensure that all statutory requirements affecting the department are understood and applied at all times, in particular ensuring that all issues relating to Health and Safety and COSHH are fully adhered to at all times.
* To ensure that the centre is kept in a clean, safe and secure condition.
* Ensure full compliance with policies and procedures and all relevant codes of practice, statutory requirements and ensure professional standards are maintained.
* Develop staff awareness in relation to their responsibilities under the Health and Safety at Work act.
* The post involves the use of various IT systems and equipment.

**Education and Research:**

* Ensure that all new members of staff complete the induction and training programmes, participating in the assessment and evaluation of said students and programmes.
* Develop a system for sharing good practice and developing Best Practice Guidelines.
* Demonstrate additional knowledge acquired appropriate to the specialist area of work.
* To lead in the departments’ ongoing audits.
* Provide mentorship support where appropriate.

**Quality Issues:**

* Participate in quality initiatives currently under review within the department in accordance with treatment centre and Company objectives, with the aim of improving patient care.
* To lead in the development of policy changes within the facilities environment.

**Performance Assessment:**

* To undergo an annual performance assessment and agree a personal development plan with the Operations Manager which will ensure that the objectives of the individual, the team and the hospital are achieved.

**Health and Safety**

As an employee of Practice Plus Group, the post holder has a duty under the Health and Safety at Work Act 1974 to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the treatment centre, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorized persons or organizations as instructed.

This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.

This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

Name of Post holder …………………………………..

Signature …………………………………...

Date …………………………………..

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| **Person Specification – Housekeeping Lead** |

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | * Full member of appropriate professional body |  |
| Experience | * Proven track record of managing a hotel services or facilities department that includes housekeeping * Practical Experience of applying relevant legislation re: Health and Safety / COSHH / Infection Control | Experience in staff selection, workforce planning and rostering  Understanding of Human Resources Policy and Practice |
| **Skills and Knowledge** | * Ability to work independently and to lead and motivate a team * Ability to handle multi-faceted problems in a busy fast moving environment * The ability to formulate clear objectives and expectations * Ability to implement, manage and evaluate change * Excellent communication skills at all levels, verbally and in writing * Strong interpersonal skills and relationship building * Commitment to teaching / development * A reflective approach to own work and work of others * Project management skills | A creative approach to problem solving |
| Other Factors | * Perceptive, flexible and effective leadership skills * Highly motivated (Both personally and professionally) * Comfortable with, and committed to, team based working * Physically and mentally fit to undertake the role | A real desire to achieve goals through integrating the work of team members |