**BIRMINGHAM ST MARY’S HOSPICE**

**JOB DESCRIPTION**

‘Happy to talk about flexible working’

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Housekeeping Supervisor</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Facilities</td>
</tr>
<tr>
<td>Hospice Band:</td>
<td>4</td>
</tr>
<tr>
<td>Hours:</td>
<td>30</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Facilities Manager</td>
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<tr>
<td>Accountable to:</td>
<td>Finance Director</td>
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<tr>
<td>Responsible for:</td>
<td>N/A</td>
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<tr>
<td>DBS:</td>
<td>Enhanced</td>
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**Job Purpose**

To provide, co-ordinate and audit an efficient and thorough but sensitive cleaning service to all areas of the main hospice building. Ensuring full compliance with health, infection prevention and control and waste management legislation. Prioritising tasks and line management of the Housekeeping team including setting objectives, monitoring and managing performance, arranging rotas to ensure full service is maintained and reviewed as appropriate to meet operational needs.

**Main Duties and Responsibilities**

The post holder will:

**Housekeeping Service**

- Ensure that an efficient and professional cleaning service by reviewing and setting standards and processes, undertaking audits and provide reports on quality, cleanliness and resource implications.
- Embed a customer focussed service and dealing with complaints and compliments in a robust and visible manner.
- Undertake patient and customer satisfaction surveys to identify any areas of improvement and promote excellence. Acting on the results for continuous improvement and reporting back to appropriate groups/committees.
- Review service contracts relevant to cleaning and waste services to ensure value for money and compliance with legislative and regulatory guidance, monitoring contracts to ensure compliance with agreed service levels. Identify issues and propose solutions to Facilities Manager.
- Ensure all reporting information is clearly recorded and accessible within shared computer records for ease of use and reference by internal and external authorities eg CQC.
- Maintain and order stocks of equipment and consumables as required, including laundry.
- Where appropriate undertake cleaning duties to provide support and meet requirements.

**Leadership**

- Supervise and actively lead the team of housekeeping staff, identifying staffing resources, recruitment, arranging rotas, undertaking one to ones and team meetings to manage performance.
- Actively promote wellbeing and development within the team to enhance staff capabilities and experience.
- Undertake quality checks to ensure consistent standards are adhered to at all times.
- Review and as appropriate reallocate duties and work areas to meet the requirements of the organisation and services.
- Promote health and safety within the team including identifying risks, awareness of COSHH and working in a safe manner, challenging behaviours that do not meet this standard.
- Lead on grievance and disciplinary issues within the team, gaining advice from Facilities Manager and Human Resources as appropriate. Clearly identifying acceptable conduct standards required.

**Health and Safety and Environmental Legislation**

- Ensure the completion of statutory checks including legionella flushing as per agreed timescales and information is clearly identified.
- Ensure compliance with clinical waste regulations, including correct waste disposal methods and record keeping.
- Ensure risk assessments are undertaken to identify improvements and control measures, implement changes as appropriate.

**Other Duties**

- Provide support across the facilities team and wider Hospice teams including representing the Facilities and Housekeeping teams within Groups and committees. Feeding back information to the groups to ensure full representation and improve awareness.
- In collaboration with Infection Control Lead, provide guidance and ensure compliance with infection prevention and control. Including providing advice on cleaning methods, equipment and furnishings to ensure the highest standards are maintained.
- Any other duties commensurate with the level and grade of the post

**General Duties**

**Confidentiality**

- All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.
- All employees are bound by the requirements of the Data Protection Act 1998 when, in the course of their employment, they deal with information records relating to individuals

**Equality and Diversity**

- The Hospice is committed to promoting an environment that values diversity. All staff are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. The Hospice expects all staff to behave in a way which recognises and respects diversity in line with the appropriate standards.

**Health and Safety**

- All employees have a responsibility under the terms of the Health and Safety at Work Act1974 to protect and promote their own health and that of others in the workplace
- All employees must comply with all Hospice Health and Safety Procedures

**Infection Control**

- The prevention and control of infection is the responsibility of everyone who is employed by the Hospice. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

**Information Governance**

- All employees are responsible for ensuring they undertake any training relating to information governance, read the Hospice's policies, procedures and guidance documents relating to information governance, and that they understand how this affects them in their role.
Professional Development
• All employees must participate in an annual appraisal and develop personal development plan with line manager

Safeguarding Children, Young People and Vulnerable Adults
• The Hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are therefore expected to behave in such a way that supports this commitment.

Flexibility to meet organisational requirements
• Minimum staffing levels are required in order to maintain departmental standards and respond to organisational needs. To ensure this, staff may be required to work additional hours at short notice, and are expected to assist with providing cover for annual leave and sickness absence, and work Bank holidays as per the department rota.

The job description is not exhaustive and may be amended following appropriate consultation in the light of business needs
# BIRMINGHAM ST MARY’S HOSPICE
## PERSON SPECIFICATION

**Job Title:** Housekeeping Supervisor  
**Department:** Facilities  
**Hospice Band:** 4

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Essential</th>
<th>Desirable</th>
<th>How identified</th>
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</table>
| **Education and Qualifications** | • Good standard of education  
                         | • BICS, NVQ3 or City and Guilds in Cleaning Supervision or equivalent. | • Intermediate IT skills  
                         |                                                                                         | Application form   |
| **Knowledge and Experience** | • Line management experience including appraisals, objective setting, performance management.  
                         | • Setting cleaning standards and NHS/BICS colour coding.  
                         | • Cleaning experience in a health care/patient setting.  
                         | • Knowledge of CQC aware.  
                         | • Safe use of equipment.  
                         | • Basic IT skills | • Experience of working to budgets and support setting budget requirements.  
                         |                                                                                         | Application form   |
| **Personal skills and attributes** | • General Health & Safety awareness.  
                         | • Good verbal communication skills.  
                         | • Problem solving and decision making.  
                         | • Organisation, delegation and time management skills.  
                         | • Flexibility to the needs of the role and service required.  
                         | • Ability to motivate individuals and build teams.  
<pre><code>                     | • Good negotiation skills. | • Experience at representing colleagues in meetings/groups. | Interview          |
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<thead>
<tr>
<th></th>
<th>Ability to work collaboratively within and across teams.</th>
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<tbody>
<tr>
<td></td>
<td>Confidentiality and discretion.</td>
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