

DEPUTY HEAD OF HOUSEKEEPING: JOB DESCRIPTION

Job Summary	
Responsible To	Head of Housekeeping
Responsible For	Housekeeping Staff incl. Laundry, Domestic and Catering,
Job Purpose	To support the Head of Housekeeping by planning, organising, assisting in developing the overall operation of the Housekeeping department in accordance with Care Quality Commission, FSA and other regulatory standards along with ensuring the highest degree of quality care is maintained at all times.
Location of Job	Hospital and Nursing Home
Department	Housekeeping
Description of Duties	
Primary Functional Objectives of the Role	<ul style="list-style-type: none"> • Supervise the daily activities of the Housekeeping department to include appropriate cleaning, food service and laundry requirements • Plan, organise and direct team members to ensure the highest degree of quality service • Conduct stock takes, make orders where applicable and seek to find cost effective ways to manage supply processes • Assist with the recruitment, training and development of staff • Conduct regular inspections of service user rooms, facilities, offices and work areas • Complete patient menus on a daily basis; preparing a day in advance. • Complete all meal books. • Ensure the effective monitoring of Food Safety i.e. storage temperatures and Infection Control. • Assist in the weekly administration of the department payroll on the Time and Attendance system. • Coordinate rosters and cover any sickness and, or holiday absences. • Attend weekly site checks with the Head of Housekeeping and Head of Estates. • Determine and maintain the department work schedule • Administer payroll on behalf of the Head of Housekeeping and manage staff training schedule • Be available on call as part of the duty rota with Head of Housekeeping • Ensure compliance to all policies, procedures, standard operating practices, with recommendations for action and continuous improvement.
Primary Line/Performance Management Objectives of the Role (If Applicable)	<ul style="list-style-type: none"> • Review and address any absence issues as they arise; seek support from Head of Housekeeping where appropriate. • Act as Investigating Officer in any departmental investigation i.e. disciplinary or grievance; liaise with HR where appropriate. • Conduct employee three month probation reviews and report any action to the Head of Housekeeping and HR.
Primary Leadership Objectives of the Role (If Applicable)	<ul style="list-style-type: none"> • Lead by example in all aspects of Food Hygiene and Safety, Infection Control, COSHH and other departmental guidelines. • Address any performance issues with staff where appropriate; seeking support from the Head of Housekeeping where appropriate.

Responsibilities for:	
People	<ul style="list-style-type: none"> • High levels of responsibility over employees within the department across sites and areas. • Responsible for the training and development of staff • Responsible for setting daily work tasks to staff where appropriate • To build relationships with external suppliers and contractors where required
Assets	<ul style="list-style-type: none"> • Responsible either directly or indirectly for the equipment used within the department across both sites. • Responsible for any product provided by the Trust for use off site, i.e. vehicles, mobile phone, laptop
Finance	<ul style="list-style-type: none"> • Responsible for ensuring accurate payment of all housekeeping staff and setting pay levels for staff with advice from HR. • Responsible for ensuring the food or stock orders are within budget and for advising Head of Housekeeping where supplier price changes
Decision Making	<ul style="list-style-type: none"> • Moderate levels of decision making responsibility, higher in the absence of the Head of Housekeeping.
Communications	<ul style="list-style-type: none"> • Excellent communication required in a complex and varied department; written and verbal. • Excellent communications and negotiation skills when liaising with external suppliers.

Please find the Person Specification for this post below.

DEPUTY HEAD OF HOUSEKEEPING: PERSON SPECIFICATION

Experience & Knowledge
<p><i>All Essential</i></p> <ul style="list-style-type: none"> • Previous experience managing a team of housekeeping staff through motivation, coaching and development. • The ability to anticipate customer needs, changes to goals and direction quickly and multi-tasking • Advanced knowledge of housekeeping processes and procedures in a care environment • Minimum of 2 years management experience • Ability to maintain a budget • Proficient in IT i.e. MS Office including Outlook • Demonstrated sound organisational, coordinating and personal interface skills • Demonstrated excellent written and verbal communication skills • Diligence, dedication and attention to detail
Qualifications
<ul style="list-style-type: none"> • None essential • Higher Level qualification in Hospitality and Catering desirable
Mental Demands
<ul style="list-style-type: none"> • High levels of mental demands including prolonged use of a computer, lengthy concentration periods and problem solving.
Physical Demands
<ul style="list-style-type: none"> • Moderate dexterity.
Health & Safety (exposure to risk)
<ul style="list-style-type: none"> • High exposure to risk, infection control precautions to be utilised at all times

Authorised by:		Accepted by:	
Manager's name:		Job Holder's name:	
Signature:		Signature:	
Date:		Date:	

This job description is not exhaustive.

The job description outlines the current position and will be subject to review in the light of development within the service, in consultation with the post holder as detailed in your Contract of Employment.