



## **JOB DESCRIPTION**

### **Job Details**

**Job Title:** Deputy Housekeeping Manager  
**Pay Band:** 3  
**Department / Ward:** Facilities

### **Organisational Arrangements**

#### **Accountable to:**

- |                     |                                       |
|---------------------|---------------------------------------|
| 1. (Managerially)   | <b>Housekeeping Manager</b>           |
| 2. (Reporting)      | <b>Facilities Operational Manager</b> |
| 3. (Professionally) | <b>Facilities Operational Manager</b> |

### **Job Purpose**

The post holder will support the housekeeping manager in the efficient management of the housekeeping provision within the Trust, encompassing cleaning, ward housekeeping, linen, switchboard and pest control services.

- To ensure a high standard of hygiene and cleanliness, as defined within the National Standards of Cleanliness is achieved across all areas of the Trust
- To ensure adequate provision of ward based housekeeping services to support patient experience
- To ensure the Trust has adequate supply of linen to achieve its operational targets
- To ensure the Trust switchboard provides a 24 hour service to the Trust
- To ensure the Trust has no pest infestation

### **Duties and Responsibilities**

The housekeeping team provides a vital service to all areas of the Trust.

The department undertakes cleaning, provides ward housekeeping services, manages the linen provision, the Trust switchboard and the pest control contract.

#### **Key Responsibilities**

- To supervise the housekeeping department on a day to day basis, ensuring it complies with Trust requirements and the agreed delivery of service at all times
- Supervise the domestic service as planned and scheduled by the housekeeping manager
- Supervise the ward housekeeping service as planned and scheduled by the housekeeping manager
- To participate in, and ensure compliance with the National Standards for Cleanliness and PLACE assessment actions.
- In conjunction with the housekeeping manager, allocate staff to work in areas on a daily basis and ensure all areas are staffed by redeployment of staff during periods of high absence and be prepared to undertake any housekeeping duties if required.
- To maintain staff records associated with the staff attendance in accordance with Trust policy to ensure internal and external audit requirements are met.

- To train housekeeping staff in correct procedures, according to their role and statutory/local policy and procedure, ensuring that they are confident in their duties.
- To assist in recruitment and selection of staff as required by the housekeeping manager.
- To take part in day to day management discussions and periodic meetings to discuss ongoing issues and the development of the housekeeping department.
- To assist in the provision of first line management of housekeeping department staff. Including sickness, welfare and conduct issues, alongside regular performance appraisals according to trust policy
- To maintain associated staff records, and whilst respecting confidence, escalate issues where required through the housekeeping and facilities management team.
- To co-ordinate reports of structural, environmental or equipment defect; or incident/accident to ensure the appropriate reporting mechanism has been employed and urgent issues escalated within a timely manner.
- To follow all administrative procedures for the domestic department.
- To complete quality control monitoring via the Trust audit programme according to the schedule set via Trust policy and /or as advised by the housekeeping manager.
- Liaise with other departments to ensure actions arising from audits are communicated and completed in accordance with Trust policy, escalating where there are barriers to meeting expected cleanliness standards.
- In support of the housekeeping manager, arrange for the provision of domestic stores across the Trust, within the budget limits set out. To control the use of materials to ensure there is no wastage and that all materials are being used only for the purpose for which they were issued. This will include use of the Trusts purchasing system (ORACLE)
- In support of the housekeeping manager, administrate the Trusts medical and relatives accommodation facility. This will include allocation of rooms, issuing of licenses and keys to tenants, providing relevant documentation to the trust Finance department and external stakeholders and inspection for rooms where necessary.
- In support of the housekeeping manager, administrate the Trusts pest control contract. This will include raising call outs to the appropriate contractor, reporting maintenance issues at rented properties and utilising the Trusts purchasing system to complete orders.

### **Additional Information**

#### **Physical Skills**

The Deputy Housekeeping manager will be expected to maintain skills to support the housekeeping department, including the domestic team where required.

#### **Working Conditions**

Within the parameters set by the housekeeping manager and Trust policy, prioritise own workload using initiative to solve day to day issues within the department, escalating through managerial process if necessary.

### **Risk Management & NHSLA Good practice**

Risk Management involves all staff identifying circumstances and practices which put patients at risk of harm, and then acting to both prevent and control these risks.

Staff are required to improve the quality of care by identifying, reporting and analysing actual and potential adverse events through the trust's Clinical Incident Reporting system.

Central to every clinician's practice should be the control and reduction of risk by changing clinical and organisational practice in order to eliminate or reduce adverse events.

All clinical staff are required to familiarise themselves with the Trust's Clinical Risk Management Strategy and all other Clinical Risk policies and guidelines, including the Trust's Complaints Procedure. (These documents are available on the Trust's Intranet Site).

### **Risk Management and Health and Safety**

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by employee's acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Trust undertakings.

This requires the following:

- Compliance with the Health and Safety at Work etc Act 1974 and the Management of Health and Safety Regulations 1999 and any other relevant safety regulation.
- Being familiar with and following the provisions of the Trust's Health and Safety Policy and all other policies, procedures and safety rules of the Trust and your specific work place
- Co-operating with all measures the Trust takes to maintain a safe working environment. This includes using manual handling equipment, wearing personal protective equipment, etc.
- Compliance with all instruction and training given by members of the Trust relating to health and safety.
- Bringing to the attention of the Trust any situation considered to be a serious and imminent danger; also reporting any other perceived shortcoming in the Trust's health & safety arrangements.

### **Infection Control**

It is the responsibility of all staff, in accordance with The Health Act 2006, to:

- Ensure high standards of hand hygiene and that good practices in infection control are promoted and maintained in their area of control
- Co-operate with all efforts to reduce and/or eliminate the risk of spread of undesirable/infectious organisms
- Adhere to the appropriate policies regarding screening, admission and transfer of potentially infectious patients
- Report to their Manager and Occupational Health all incidents of sharps injuries where the sharp is contaminated with blood or serum.
- Participate in any screening programmes initiated by the Director of Infection Prevention and Control
- Protect the health and safety of patients and other staff by informing their Manager and/or Occupational Health before reporting to work with transmissible harmful/potentially harmful conditions

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### **Confidentiality and Information Security**

As a Trust employee, you are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. This duty lasts indefinitely, and will continue after you leave the Trust employment. Please ensure that you are aware of, and adhere to, the standards described in the Trust's Confidentiality Policy as you are required to preserve the confidentiality of any information regarding patients, staff (in connection with their employment), and the practice business and this obligation shall continue indefinitely.

A breach of this requirement will be regarded as gross misconduct and as such will be grounds for dismissal, subject to the provision of the disciplinary procedure."

This does not affect your rights and obligations under the Trust's Openness Policy.

### **Records Management**

As an employee of the Trust, you have a legal responsibility for all records (e.g. including patient records, financial, personal and administrative) that you create or use as part of your work within the Trust. The records may be paper, electronic, microfiche, audio, videotapes or x ray images etc. All such records are considered public records (under the Public Records Act 1958). You must consult your manager if you have any doubt as to the correct management of the records with which you work.

### **Competence**

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties, you should immediately speak to your line manager/supervisor.

### **General**

This job description does not attempt to describe all the tasks the post holder will undertake. It does indicate the degree of authority, range of duties covered and the flexibility required for the job.

This job description may be amended in consultation with the post holder as developments evolve, and as part of the appraisal process.

You have a responsibility for ensuring that you are committed to maintaining a high quality service to patients by continual development of practice in the light of research evidence, National Service Frameworks, NICE Guidance and Clinical Guidance and by audit against clinically relevant standards.

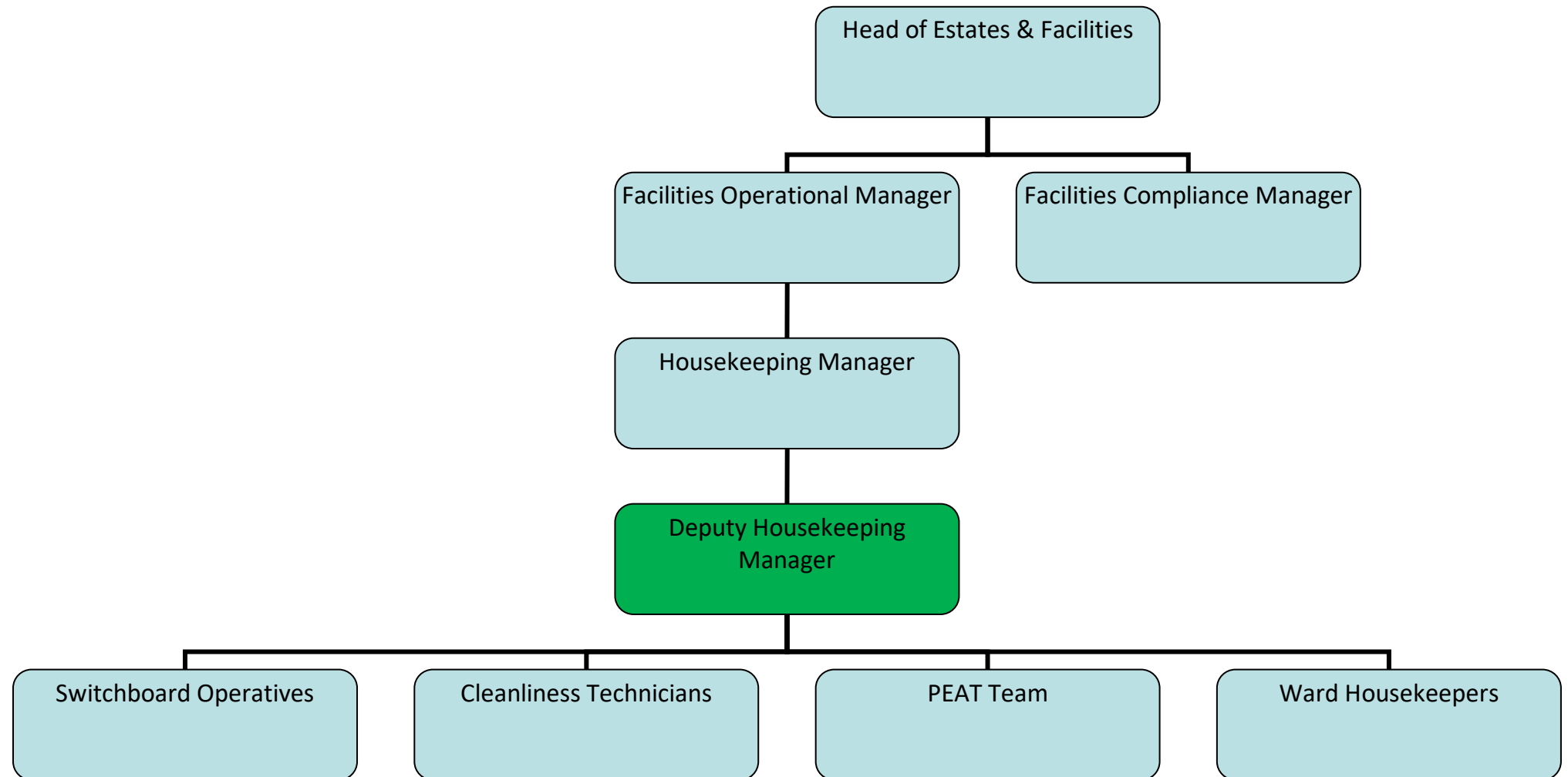
To suggest and implement improvements to services, exercising professional responsibility, including lifelong learning within an open "no-blame culture".

To promote equality and value diversity.

**Prepared by/Reviewed by**  
**Prepared/Reviewed date**

**Sian Langford**  
**15/01/2024**

## ORGANISATIONAL CHART



**PERSON SPECIFICATION FOR THE POST OF DEPUTY HOUSEKEEPING MANAGER**

<b>Criteria</b>	<b>Essential Requirements</b>	<b>Desirable Requirements</b>	<b>Evidence</b>
<b>Qualifications/Training</b>	NVQ Level 3 in Supervision <i>or willing to commence within 3 months of starting in post</i>	NVQ Level 3 in Housekeeping or equivalent experience Load Handling Health & safety COSHH	Application Form Interview
<b>Experience</b>	Supervisory experience in a facilities or comparable environment Experience in preparing and using audit tools. Experience of working within the NHS and a good understanding of its processes and systems	2 years NHS or Public sector experience	Application Form Interview
<b>Skills and Knowledge</b>	Understanding of the National Standards of Healthcare Cleanliness Ability to use portable electronic data collection tools Understanding of computerized packages, i.e. Word, Excel etc. Experience of customer care with good interpersonal skills		Application Form Interview
<b>Personal Qualities</b>	Ability to treat service users with respect and dignity at all times, adopting a culturally sensitive approach which considers the needs of the whole person. Ability to build constructive relationships with warmth and empathy, using good communication skills. Reliability and Highly Motivated Able to work some times under difficult circumstances Flexible approach		Application Form Interview References