

JOB DESCRIPTION

TITLE OF POST: Hotel Services Domestic Service Manager
SALARY BAND: Band 6
LOCATION: Trustwide
RESPONSIBLE TO: Hotel Services General Manager
PROFESSIONALLY ACCOUNTABLE TO: Head of Facilities

Imperial College Healthcare NHS Trust Values

We are absolutely committed to ensuring that our patients have the best possible experience within our hospitals. We are looking for people who are committed to delivering excellent patient care, whatever their role, and who take pride in what they do. We place a high value on treating all patients, customers and colleagues with respect and dignity, and seek people who strive for excellence and innovation in all that they do.

We value all of our staff and aim to provide rewarding careers and benefits, fulfilling work environments and exciting opportunities.

- ☐ **Kind** - We are considerate and thoughtful, so you feel respected and included.
- ☐ **Collaborative** - We actively seek others' views and ideas, so we achieve more together.
- ☐ **Expert** - We draw on our diverse skills, knowledge and experience, so we provide the best possible care.
- ☐ **Aspirational** - We are receptive and responsive to new thinking, so we never stop learning, discovering and improving.

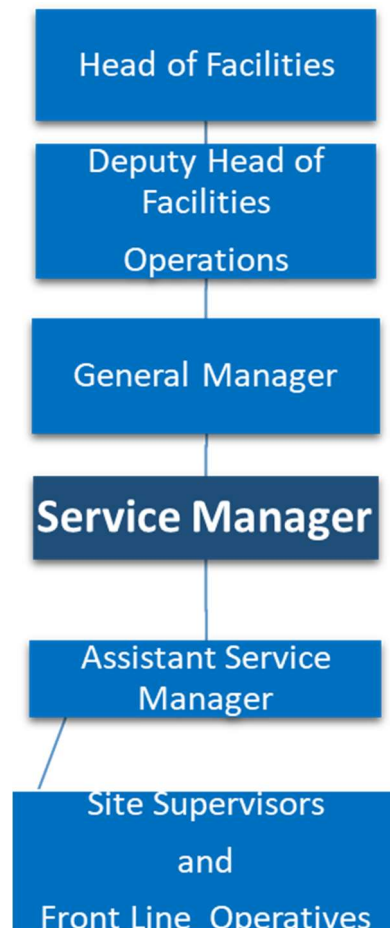
AIM OF THE ROLE:

To lead and be responsible for the efficient, effective, high quality, professional, and co-ordinated operational management of staff within designated service, site and location, ensuring that the Domestic service is responsive and service user focused.

This includes the management responsibility for staff, budgets, training and equipment within areas of responsibility.

To identify changing demand on the service, developing and implementing change as appropriate.

To be responsive to service needs as they arise and constantly seek to improve the productivity a clean and safe hygienic environment within the hospital and associated areas.



KEY WORKING RELATIONSHIPS:

The post holder will have direct line management responsibility for an assistant manager, supervisors and frontline staff as shown in the organisational structure for their designated service, site and location.

The post holder will liaise closely with counterparts and all members of the facilities management team on all Trust sites to ensure their work supports the outcomes and quality expectations of the Trust using a consistent approach to provide the same high quality of services across the Trust.

The post holder will liaise closely with ward and departmental managers for their site of responsibility to ensure services are delivered in line with legislation, service standards, service level agreements and Trust policies and procedures.

The post holder will liaise with:

- Ward and departmental staff and managers
- IPC staff at all levels
- Estates and Facilities colleagues
- Contractors

KEY RESULT AREAS:

Leadership and Management:

- Provide leadership and support to the General Manager, Assistant Manager, Supervisors and staff to ensure the effective and efficient delivery of operational targets and drive forward further service improvements.

- Ensure that all annual Personal Development Reviews are carried out for all staff, managing the appraisal process, ensuring all staff are offered the opportunity of a quality appraisal in line with the Trust values and vision.

Finance and budgetary compliance:

- Ensure that the service is delivered in an efficient and effective manner within budgetary constraints and in compliance with all relevant legislation and Trust policy.

Training:

- Achieve green status on training activity for all services within remit including statutory and mandatory, core skills and all job role specific modules.

Service standards and reporting:

- Ensure a high quality service is delivered in an efficient and effective manner, managing costs at all times
- To drive the development of the service, ensuring performance and budgetary targets are achieved and maintained.
- Drive increased employee engagement by role modelling and embedding the Trust's values.
- Achieve high (upper percentile) scores related to cleanliness in all patient surveys, PLACE assessments and CQC inspections.

CORE RESPONSIBILITIES:

SERVICE STANDARDS AND REPORTING

- Manage, deliver and maintain a domestic cleaning service that achieves a clean and hygienic patient environment in line with the National Specifications for Cleanliness, Trust best practice policies, procedures and KPI's.
- Manage the controlled issue of cleaning materials, consumables and equipment.
- Monitor operational activities of third party suppliers of services e.g. pest control, window cleaning, washroom services.
- Provide specialist advice on methods of cleaning regarding changes in legislation, statutory regulations, working practices and infection control.
- Ensure the highest possible standard of cleanliness for all our service users.
- Ensure that the risk of healthcare associated infections are minimised.
- Management lead for infection prevention and control and PLACE.
- Manage and develop a programme of cleanliness monitoring and auditing. Develop and manage action plans to rectify procedural failures.
- To manage and develop a patient focussed service that meets user expectations
- Review available data from activity reports, benchmarks and best practice - analyse to develop and implement service improvements.
- Ensure appropriate remedial action is carried out in areas that do not meet the required standards
- Deliver a consistent level of service, achieving set standards and agreed performance. Exceeding this level of performance wherever possible.
- Undertake weekly monitoring of quality control systems for the domestic service using appropriate IT systems as instructed.
- Manage all patient complaints and queries received in line with Trust policy and procedures.
- Participate in and, where necessary, lead local focus groups, and be responsible for setting up service user forums and alternative methods of communicating effectively.
- Work as part of the management team and ensure continuity of service at all times.
- Contribute to the continual improvement of the domestic service.
- Develop policies and procedures to improve service delivery and manage the implementation of these.

LEADERSHIP & STAFF MANAGEMENT

- Effectively manage, develop and support a team comprising of an Assistant Manager, Supervisors and Domestic staff.
- Lead and motivate a large diverse workforce, leading by example, ensuring they are working to a clear strategy and specific objectives.
- Take overall responsibility for all staffing issues, ensuring the effective, efficient and economic deployment of staff within budgetary constraints
- Ensure all staff are trained and developed to meet the needs of the service.
- Motivate staff through good communications, facilitating regular team huddles, team meetings and individual contact, progressing and feeding back to the General Manager on any issues raised, follow up on these and ensuring any necessary actions are taken.
- Lead and develop effective communication systems for the domestic services team
- Manage weekly staff rosters and holiday allocation to ensure smooth running of the service.
- Ensure that all annual Personal Development Reviews are carried out for all staff under your remit, managing the appraisal process of the service team to ensure all people are offered the opportunity of a quality appraisal in line with the Trust goals and vision.
- Ensure all job skills and competencies of domestic staff are reviewed on an annual and as required basis.
- Identify staff development and training needs to ensure there is an appropriately skilled workforce, enabling the department to meet its objectives and the needs of the staff to deliver the service at all times.
- Monitor and report on all staff absences and sickness, ensuring all return to work interviews are completed as per Trust policy.
- Drive increased employee engagement by role modelling and embedding the Trust's values.
- Engaging with your team(s), sharing knowledge and best practice to nurture high staff morale and reduce sickness absence levels.
- Control and manage the distribution of materials and consumables, monitoring usage to inform appropriate and effective systems and behaviour.

FINANCES

- Take full financial responsibility for the services you are responsible for, ensuring all financial targets are met in line with annual budgets and forecasts, identifying and implementing cost saving opportunities.
- Manage and deliver efficient and patient focused services within the agreed budget.
- Report budget activities to the General Manager, be involved in future budget setting processes and ensure the Trust's financial instructions are adhered to
- To drive the development of the service, ensuring performance and budgetary targets are achieved and maintained.
- Ensure value for money and efficient use of resources including the procurement of goods, services and equipment, controlling pay and non-pay expenditure within budgetary limits. For example, this will include as relevant to your areas of responsibility: stock control, procurement processes, wastage control, staff productivity, control sheets.

TRAINING, COMPLIANCE, H&S

- Ensure full compliance on all domestic training activity for all services within remit including statutory and mandatory, core skills and other job role specific modules.
- Assess and monitor all supervisors and staff training needs and present training recommendations as appropriate.
- Ensure all staff within the service are correctly trained in safe working procedures.
- Provide guidance to all staff in procedures and practices ensuring all appropriate records are maintained.
- Implement staff training and development programmes as directed.
- Participate in the required Trust training programmes in line with the development of the post and as agreed with the line manager as part of personal development plan.

- Ensure full compliance with all Trust policies and procedures, and that all staff observe and adhere to all relevant legislation, of particular note is Health and Safety Legislation and correct records are maintained of Health and Safety Training.
- Take a pro-active approach to health and well-being
- To work closely with the Trust IPC team with the management of HCAI's, attend Outbreak meetings and arrange timely and appropriate decontamination cleaning where necessary.
- Ensure personal safety and the safety of others minimising risks where appropriate
- Instruct all staff in the use of equipment and the correct safety procedures when using or cleaning the equipment and maintain accurate records of all such training.
- Ensure all equipment or personal protective equipment is used in the appropriate manner.
- Ensure an adequate supply of appropriate Personal Protective Equipment is made available and worn correctly by relevant staff
- Report any accidents or near misses completing the appropriate incident/accident report forms.
- Escalate any health & safety concerns.

GENERAL

- Ensure all equipment is serviced and kept in good working order at all times and that issues are dealt with quickly and efficiently and relevant persons updated as appropriate.
- Responsible for ensuring any faulty equipment is repaired and any hazards in the work place are identified and corrective action taken.
- Create and maintain positive, professional working relationships, with all colleagues and meaningful, positive and clear communication with patients, relatives and other service users.
- Develop relationships with other Trust support functions to improve and develop service delivery.

OTHER DUTIES

- Carry out and comply with any reasonable request in connection with your employment position by the General Manager.
- Maintain patient confidentiality at all times.
- The post holder will be office based but is expected to be regularly visible in patient areas to appraise performance and service delivery.
- Be courteous, helpful and efficient, ensuring high standards of customer care and demonstrating commitment to a positive patient experience.
- Undertake a number of other support services to assist the functioning of the Trust operations.
- This position is responsible for the service seven days per week and therefore demands a flexible working approach to manage the services and the staff in your control.
- Demonstrate a caring, compassionate and positive attitude to patients, staff and visitors at all times.
- Work as a team with managers, supervisors, other Trust employees and colleagues.
- Listen, empathise and work diligently to answer any queries raised by patients, visitors and colleagues.
- Dress in the correct uniform including name badge, and appear professional at all times.
- Display professional conduct and protect patient's privacy and dignity.
- The duties of this post are not exhaustive and may be reviewed and amended as necessary in accordance with a changing environment.

Scope and Purpose of Job Description

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The Trust is a fast moving organisation and therefore changes in employees' duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the postholder.

ADDITIONAL INFORMATION

Medical Examinations

All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract

Equal Opportunities

The Trust aims to promote equal opportunities. A copy of our Equality Opportunities Policy is available from the Human Resources department. Members of staff must ensure that they treat other members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

Safeguarding children and vulnerable adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role.

Disclosure & Barring Service/Safeguarding Children & Vulnerable Adults

Applicants for many posts in the NHS are exempt from the Rehabilitation of Offenders Act 1974. Applicants who are offered employment for such posts will be subject to a criminal record check from the Disclosure & Barring Service before appointment is confirmed. This includes details of cautions, reprimands and final warnings, as well as convictions. Further information can be found via: <https://www.gov.uk/government/organisations/disclosure-and-barring-service>. Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role. Staff are obliged to disclose to the Trust during employment any pending criminal convictions, including cautions, and any other information relevant to the safeguarding of children or vulnerable adults.

Professional Registration

Staff undertaking work which requires professional registration are responsible for ensuring that they are so registered and that they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and at any time subsequently on request.

Work Visa/ Permits/Leave To Remain

If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

NHS Constitution

The NHS Constitution establishes the principles and values of the NHS in England. You should aim to maintain the highest standards of care and service, treat every individual with compassion and respect, take responsibility for the care you provide and your wider contribution, take up training and development opportunities provided, raise any genuine concern you may have about a risk, malpractice or wrongdoing at work, involve patients, their families and carers fully in decisions, be open if anything goes wrong and contribute to a climate where the reporting of, and learning from, errors is encouraged. You should view the services you provide from a patient's standpoint and contribute to providing fair and equitable services for all. The above is a brief summary; you are encouraged to access the full document at: <https://www.gov.uk/government/publications/the-nhs-constitution-for-england>

Dignity & Respect

The Trust requires that you treat others with dignity and respect and that you do not harass or otherwise discriminate against any other member of staff, patient or visitor to the Trust or employees of any associated employers or contractors of the Trust on the grounds of race, colour, sex, age, disabilities, religious beliefs or sexual orientation.

Confidentiality/Information Quality Assurance/Freedom of Information

The post-holder must maintain confidentiality of information about staff, patients and health service business and be aware of the Data Protection Act (1984) and Access to Health Records Act (1990). As an employee of the Trust it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with Trust requirements and instructions. Nonetheless the post-holder should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and is responsible for helping to ensure that the Trust complies with the Act when handling or dealing with any information relating to Trust activity.

Risk Management

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigation undertaken.

Health, Safety and Security

The post holder must co-operate with management in discharging its responsibilities under the Health and Safety at Work Act 1974, take reasonable care of themselves and others, and ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors. The Trust has adopted a Security Policy in order to help protect patients, visitors and staff and to safeguard their property; all employees have a responsibility to ensure that those persons using the Trust and its services are as secure as possible. The Trust operates a strict Non-Smoking Policy.

Conflict of Interests

You may not without the consent of the Trust engage in any outside employment and in particular you are disqualified from an appointment as a chair or Non-Executive Director of another NHS Trust whilst you are employed by this Trust. In accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment position in the Trust. The NHS Code of Conduct and Standards of Business Conduct for NHS Staff require you to declare all situations where you or a close relative or associate has a controlling interest in a business or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently.

Infection control

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection and the wearing of uniforms.

Clinical staff – on entering and leaving clinical areas, and between contacts with patients, staff should ensure that they apply alcohol gel to their hands and wash their hands frequently with soap and water. In addition, staff should ensure the appropriate use of personal protective clothing and the appropriate administration of antibiotic therapy. Staffs are required to communicate any infection risks to the infection control team and, upon receipt of their advice, report hospital-acquired infections in line with the Trust's Incident Reporting Policy.

Non clinical staff and sub-contracted staff – on entering and leaving clinical areas and between contacts with patients all staff should ensure they apply alcohol gel to their hands and be guided by clinical staff as to further preventative measures required. It is also essential for staff to wash their hands frequently with soap and water.

Staffs have a responsibility to encourage adherence with policy amongst colleagues, visitors and patients and should challenge those who do not comply. You are also required to keep up to date with the latest infection control guidance via the documents library section on the intranet.

Clinical Governance and Risk management

The Trust believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of the Trust you are expected to take a proactive role in supporting the Trust's clinical governance agenda by:

- Taking part in activities for improving quality such as clinical audit
- Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
- Following Trust policies, guidelines and procedures
- Maintaining your continue professional development

All Clinical staff making entries into patient health records are required to follow the Trust standards of record keeping

No Smoking

The Trust operates a smoke free policy.

Professional Association/Trade Union Membership

The Trust is committed to working in partnership with Trades Unions and actively encourages staff to join any Trade Union of their choice, subject to any rules for membership that the Trade Union may apply.

IMPERIAL COLLEGE HEALTHCARE NHS TRUST

PERSON SPECIFICATION

POST: Hotel Services Domestic Service Manager

DEPARTMENT: Facilities

LINE MANAGER: Hotel Services General Manager

ATTRIBUTE/SKILLS	MEASUREMENT	ESSENTIAL	DESIRABLE
EDUCATION	<i>Application form/CV:</i>	Degree level education or equivalent professional experience Management qualification or equivalent professional experience BICSc CPSS, NVQ level 3 Knowledge of COSHH	
SKILLS/ABILITIES	<i>Application form/CV:</i>	Proven experience of managing a complex service with a diverse workforce in a customer/patient service environment Proven experience of managing and understanding budgets Able to demonstrate ambition and resilience in management and work ethic A good team member with proven ability to lead, motivate, inspire and support diverse teams An effective	Experience in healthcare environment. Contract and project management skills

		<p>communicator (both verbal and written)</p> <p>Able to influence and negotiate across a broad scope of staff</p> <p>Effectively able to performance manage others</p> <p>Experience in overseeing staff and implementation of best practices</p> <p>Computer literate in excel and word</p> <p>IOSH Working Safely</p> <p>Able to manage own time and meet deadlines</p> <p>Good standard of literacy and numeracy</p>	
EXPERIENCE	<i>Application form/CV:</i>	<p>Extensive experience within a cleaning team, dealing with waste, smells, bodily excretions and dirt</p> <p>Significant management experience of a diverse workforce in service environment</p> <p>Implementation of innovation and improvement projects</p>	<p>Previous experience working in a customer facing role</p> <p>Knowledge of legislation and procedures affecting the operation of services</p>
COMMUNICATION SKILLS	<i>Application form/CV:</i>	<p>Ability to communicate effectively with patients, visitors, colleagues, clients</p>	
PHYSICAL ATTRIBUTES		<p>Physically able to push a cleaning trolley and move light furniture</p> <p>Such as to meet the requirements of the role</p>	

		with any reasonable adjustments	
PERSONAL ATTRIBUTES		<p>Be flexible in approach to work</p> <p>Show empathy, care and compassion</p> <p>Ability to work independently, flexibly and professionally – dealing with stressful and changeable situations</p> <p>Proven excellent planning and organisational skills</p> <p>Ability to respond quickly to problem</p> <p>Ability to adhere to instructions, standards and procedures</p> <p>Ability to build relationships and show respect for other people</p> <p>Positive attitude and enthusiasm</p> <p>Ability to work as part of a team</p> <p>Excellent customer service skills</p>	
VALUES	<i>Assessment/Interview:</i>	Demonstrable ability to meet Trust values	

CLINICAL DIVISION/CORPORATE DIRECTORATE INFORMATION

INFORMATION ABOUT IMPERIAL COLLEGE HEALTHCARE TRUST

Imperial College Healthcare NHS Trust provides acute and specialist healthcare for a population of nearly two million people in North West London, and more beyond. We have five hospitals – [Charing Cross](#), [Hammersmith](#), [Queen Charlotte's & Chelsea](#), [St Mary's](#) and [The Western Eye](#) – as well as a growing number of community services.

With our academic partner, Imperial College London, we are one of the UK's seven academic health science centres, working to ensure the rapid translation of research for better patient care and excellence in education. We are also part of Imperial College Health Partners – the academic health science network for North West London – spreading innovation and best practice in healthcare more widely across our region.

Our hospitals and services

we have five hospitals on four sites, as well as a growing number of community services across North West London:

Charing Cross Hospital. Hammersmith.

Charing Cross Hospital provides a range of acute and specialist services, a 24/7 accident and emergency department and hosts the hyper acute stroke unit for the region. It is also a growing hub for integrated care in partnership with local GPs and community providers.

Hammersmith Hospital. Acton

Hammersmith Hospital is a specialist hospital renowned for its strong research connections. It offers a range of services, including renal, haematology, cancer and cardiology care, and provides the regional specialist heart attack centre. As well as being a major base for Imperial College, the Acton site also hosts the clinical sciences centre of the Medical Research Council.

Queen Charlotte's & Chelsea Hospital. Acton

Queen Charlotte's & Chelsea Hospital is a maternity, women's and neonatal care hospital, also with strong research links. It has a midwife-led birth centre as well as specialist services for complicated pregnancies, foetal and neonatal care.

St Mary's Hospital. Paddington

St Mary's Hospital is the major acute hospital for North West London as well as a maternity centre with consultant and midwife-led services. The hospital provides care across a wide range of specialties and runs one of four major trauma centres in London in addition to its 24/7 A&E department.

Western Eye Hospital. Marylebone

Western Eye Hospital is a specialist eye hospital with a 24/7 A&E department. Facilities include outpatients, inpatients, day case and inpatient surgery, and a 24-hour eye accident and emergency service.