

## Housekeeping Services Manager

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**Department:** Health and Community Services

**Division:** Non-Clinical Support Services

**Reports to:** Soft Facilities Lead

**JE Reference:** HCS1056

**Grade:** CS11

**JE Date:** 23/11/2021

### Job purpose

To control, organise and effectively manage the provision of a comprehensive Housekeeping Service ensuring the highest standard of cleanliness, hygiene and patient food delivery service are provided to patients, visitors and staff across Health and Community Services in compliance with Infection Control Standards and delivering within allocated resources.

### Job specific outcomes

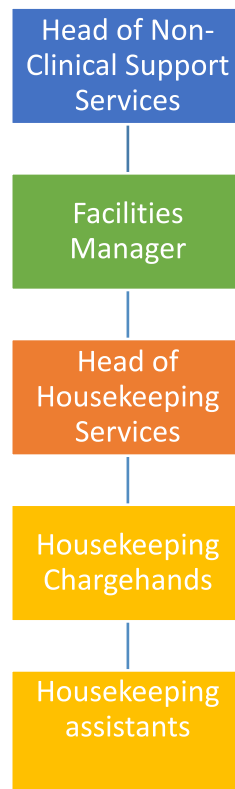
- Plan, organise, monitor and develop standards of Housekeeping Services by means of managing staff, staff rotas, cleaning schedules, and cleaning audits to ensure that acceptable standards set by Infection Prevention and Control and specifications of safe and hygienic practices are adhered to for the general safety and wellbeing of patients, staff and visitors
- Direct and plan the use of staff and equipment to ensure the maximum use of resources within the agreed budget allocations, liaising with the Procurement Department for equipment and supplies ensuring best value for money and in compliance with GoJ Financial Directions
- Hold regular informal and formal meetings with Charge hands, Housekeeping staff and Union Representatives and site managers to ensure that there is always an open dialogue between all parties, maintaining good industrial relations
- Recruit, motivate and develop staff to their full potential, identifying any training needs ensuring there is a suitably qualified and competent workforce by means of competency training
- Undertake management actions such as: maintaining the largest GoJ e-rosta (managing overtime, sickness, annual leave), conducting return to work interviews and referring staff to the Occupational Health Service where necessary, training, performance management including carrying out the appraisal process and disciplinaries, recording all relevant data on the people management system and completing the necessary paperwork. As well as instigating disciplinary procedures and escalating to the Facilities Manager where appropriate
- Raise works requisitions for routine maintenance and liaise with the Estates Department to rectify defects in premises or equipment and monitor works completed to ensure a safe environment for staff and patients

- Liaise and communicate with all site managers and clinical managers to ensure that the Housekeeping Services provided meet the organisation's needs, both present and future, to plan resources for staff numbers and rota for budgetary and workforce planning
- Ensure all staff are familiar and knowledgeable about Health & Safety issues, infection control and basic food hygiene thus ensuring that staff are fully aware of their obligations within a hospital environment

### Statutory responsibilities

Active engagement, participation, and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

### Organisation chart



### Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.

## Person Specification

Specific to the role		
ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<ul style="list-style-type: none"> <li>• Educated to A-Level standard</li> <li>• Modern Manager Programme level 3 or a certificate in management or equivalent qualifications and experience</li> </ul>	<ul style="list-style-type: none"> <li>• Certificate to Practise for Recruitment &amp; Selection</li> <li>• Food Hygiene level 2 or 3</li> <li>• Counselling Level 2</li> </ul>
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<ul style="list-style-type: none"> <li>• Knowledge of the organisation and services within Health and Community Services</li> <li>• Knowledge of infection control procedures</li> <li>• Knowledge of cook, chill food regeneration service</li> <li>• An understanding of COSHH regulations</li> <li>• Knowledge of HR policies and procedures</li> <li>• Understanding of all applicable laws and regulations</li> </ul>	
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<ul style="list-style-type: none"> <li>• A good working knowledge of IT systems and knowledge of the GoJ people management and Supply Jersey software packages i.e. Microsoft suite, Talentlink and e-Rosta</li> </ul>	
<p><b>General Skills/Attributes</b> <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<ul style="list-style-type: none"> <li>• Ability to manage multiple stakeholders across the organisation</li> <li>• Ability to communicate with impact - excellent verbal and listening skills</li> <li>• Excellent interpersonal skills - able to build relationships internally and externally</li> <li>• Able to demonstrate an innovative approach in providing cost effective solutions</li> <li>• Able to handle problems quickly and efficiently as well as the ability to identify and manage potential problems and/or risks</li> </ul>	
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<ul style="list-style-type: none"> <li>• A minimum of 5 years' experience in a supervisory or managerial position, preferably in a health care setting</li> <li>• Good negotiation skills and ideally experience of working with Union Representatives</li> </ul>	