

**A4C Banding No: P3303**

**TITLE:** Housekeeping Manager

**DEPARTMENT:** Estates and Facilities

**LOCATION:** Moseley Hall Hospital

**PROFESSIONALLY ACCOUNTABLE TO:** Facilities Manager

**CLINICALLY ACCOUNTABLE TO:** Matron

**BAND:** 5

**HOURS:** 37.5 hours: flexible between the hours of 7am – 8.00pm over 7 days

**HOURS:**

### **Job Purpose**

The role of the Housekeeping Manager is to ensure the soft facilities management service supports clinical colleagues and reviewing how it integrates with Nursing in its provision of care and specifically infection, prevention and control within the Trust.

The post holder will be responsible for all Housekeeping training and food safety as well as allergen, nutrition and hydration.

The post holder will be responsible for following DOH (Department Of Health) and food standards agency guidance

### **Responsible for**

The post holder has the responsibility for ensuring value for money relating to goods and services procured.

The post holder will be responsible for the direct management of Housekeeping Supervisors and the Facilities staff on the site, as well as contractors/suppliers on the site.

To monitor and analyse pay and non-pay expenditure to ensure effective use of BCHC financial resources within the set budgets. Alert line manager of any deviation in expenditure and implement actions to mitigate impact of deteriorating budget

Responsible for producing and implementing and maintaining a system for accurate stock management

### **Main Duties**

1. Responsible for the safe and effective management of Facilities services and advising the Facilities Manager on matters specific to the service.
2. Responsible for the management of Housekeeping /Domestic staff at both inpatient and outpatient facilities services across Birmingham Community Healthcare NHS Foundation Trust and to provide a seamless service from both a quality and financial perspective ensuring that all resources are managed & monitored effectively within agreed parameters and provide value for money.
3. Responsible for managing the Team Leaders and Supervisors. Responsible for the day-to-day management of staff, including recruitment, personnel record keeping, induction, training and development to ensure that they can perform their duties effectively and safely.
4. Manage staff attendance, grievance, conduct and performance issues in accordance with BCHC policies and procedures, Requesting support as required from Facilities Manager.
5. Attend meetings appropriate to Facilities as necessary in particular site operational meetings and provide feedback to relevant managers where and when necessary.
6. Provide advice and reports to the relevant internal and external committees/ meetings/forums about facilities issues.
7. Implement national standards relating to facilities management and support the Facilities Management in setting standards accordingly in liaison with operational and clinical managers.
8. Responsible for performance information within their areas of management
9. Responsible for ensuring close liaison and interfacing with the 'internal client' clinicians and external contractors when on site so all aspects of the facilities function within the sites managed achieve the clinical requirements and enhance the patients well-being and recovery.
10. Responsible for ensuring that the sites managed perform well against Care Quality Commission and Patient Led Assessment of the Care Environment requirements.

11. Responsible for ensuring complaints are dealt with sensitively and in accordance with the Trusts standards, taking corrective action where necessary and ensuring lessons learned are communicated, understood and applied.
12. Support the Facilities Management team in developing the strategic direction for the delivery of facilities services based on researching best practice and implementing new ways of working that delivers high quality services.
13. To provide operational management and professional leadership of multiple staff groups. This will include line managing concierges Facilities staff at the sites directly managed.
14. Assist in the contribution of the vision and implementation of the facilities Strategy and its development by supporting the Facilities Manager in the development and continuous improvement of all facilities services
15. Represent the Facilities Management team at various forums/meetings within the Trust and interface with other NHS Trusts regarding service development opportunities and benchmarking.
16. To support the implementation of service level agreements for the services provided.
17. To produce working rosters for Facilities Management services as required and manage and review these on an annual basis as a minimum
18. Support the Procurement and Contracts Manager through ongoing monitoring of services to ensure performance against agreed targets for service delivery and value for money and to take remedial actions when required.
19. Encourage and develop a culture to ensure the highest levels of customer service are delivered by facilities staff promoting a professional and caring manner.
20. Influence and motivate the site facilities teams to appreciate and commend good practice and to demonstrate its beneficial effect on improved patient access, experience and outcomes.
21. To assist with consultation with community and patient groups to ensure their views are incorporated into the delivery of facilities services.
22. Responsible for leading, motivating and developing site facilities staff to maintain a high level of staff morale and promote a culture of achievement of high standards and openness.

23. To manage and monitor the performance of staff including sickness absence, and taking appropriate action where necessary, in accordance with the Trusts Policies and Procedures.
24. Produce reports for the relevant forums in respect of the sites managed and patient and retail catering across the Trust.
25. Undertake audits e.g. cleanliness (efficacy audits, NSHC national standards of cleaning)
26. Responsible for food service delivery including- Dysphasia, nutrition and hydration and allergen.
27. Network with Estates and Facilities Managers professional bodies i.e. Healthcare Estates & Facilities Management Association (HEFMA), Association of Healthcare Cleaning Professional (AHCP), HCA (Hospital Caterers Association) etc.

### **Management and Leadership Responsibilities**

1. Develop and empower all members of your team to perform to high standards and innovate.
2. Ensure supportive staff management arrangements are in place and carry out personal development reviews for direct reports. Ensure all staff in your team/s have annual PDR's resulting in specific objectives and effective personal development plans in line with the Knowledge and Skills Outline Framework.
3. Develop staff knowledge and skills to promote equality and diversity and address inequalities both in employment and service delivery. Ensure specific equality objective are included in PDR's.
4. Develop a culture that ensure that the standards of Improving Working Lives and Investors in People are achieved and maintained for all staff and that staff's perception about their working lives are measured and improvements made.

To undertake other duties commensurate with this grade of post in agreement with the relevant line manager.

To minimise the Trust's environmental impact wherever possible, including recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

Responsible for undertaking appraisal of identified staff, including identifying the learning and development needs of individuals in line with the Knowledge and Skills Outline Framework.

Responsible for leading in training and development of identified staff.

### **Key Relationships**

To establish effective working relation with the following:

Facilities Manager  
Site Facilities Coordinator  
Service Managers  
Operational staff

### **Performance Management**

All employees have a responsibility to participate in regular appraisal with their manager and to identify performance standards of the post. As part of the appraisal process every employee is responsible for participating in identifying their own training and development need to meet their KSF outline.

### **Health & Safety at Work**

Attention is drawn to the responsibility of all employees to take reasonable care for the health & safety of themselves and other people who may be affected by their actions at work.

### **Equal Opportunities**

Birmingham Community Healthcare NHS Foundation Trust is committed to being an equal opportunities employer and welcomes applicants from people irrespective of age, gender, race and disability.

### **Safeguarding**

It is the responsibility of all staff to safeguard and protect children and adults at risk at all times and staff must report any concerns as per Safeguarding Children and Safeguarding Adults policies, which are available on the Trust's intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role.

### **Smoking**

The Trust operates a No Smoking policy.

### **Mobility**

Whilst the postholder will be based at Mosely Hall Hospital this is a Trust wide appointment and travel around the Trust and cross cover may be required.

## **Confidentiality**

Your attention is drawn to the confidential nature of information collected within the National Health Service. The unauthorised use or disclosures of patient or other personal information is regarded as gross misconduct and will be subject to the Trust's Disciplinary Procedure and, in the case of both computerised and paper-based information, could result in a prosecution for an offence or action for civil damages under the Data Protection Act 1998.

## **Sustainability**

The Trust attaches great importance to sustainability and Corporate Social Responsibility. It is therefore the responsibility of all members of staff to ensure that the Trust's resources are used efficiently with minimum wastage throughout their daily activities

## **Dignity in Care**

Birmingham Community Healthcare NHS Foundation Trust (BCHC) is committed to providing dignity in care for all our patients and service users across the Trust.

All staff, workers, volunteers, students and individuals undertaking work experience/shadowing, irrespective of the role they specifically undertake, are required to adhere to BCHC's vision, values and professional standards. This also involves working with and alongside colleagues and partners, demonstrating a duty of candour (i.e. honesty and straightforwardness), openness and accountability in order to achieve high quality and the best possible care outcomes for our patients, service users and the local community.

## **Infection Prevention and Control**

The Trust is committed to minimising any risks of healthcare associated infection to patients, visitors and staff. All employees must attend Infection Prevention and Control training as required for their post. Employees must be familiar with and comply with Infection Prevention and Control policies available on the Intranet.

## **Job Description**

This job description will be subject to discussion and reviewed on an annual basis within the appraisal process.

**POST HOLDER'S SIGNATURE:**

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**DATE:**

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**A4C Banding No: P3303**

**PERSON SPECIFICATION**

|              |                             |             |          |
|--------------|-----------------------------|-------------|----------|
| <b>Title</b> | <b>Housekeeping Manager</b> | <b>Band</b> | <b>5</b> |
|--------------|-----------------------------|-------------|----------|

| <b>Example key areas</b>  | <b>Job requirements</b>  | <b>W</b> | <b>How identified</b> | <b>Candidate score</b> | <b>Comments</b> |
|---|--|----------|-----------------------|------------------------|-----------------|
| <b>Qualifications training</b><br>Level of education;<br>Professional qualifications;<br>Vocational training;<br>Post basic qualifications;<br>Training and learning programmes/courses | Management qualification e.g. British Institute of Facilities Management Level 4, NVQ Level 4, ILM Level 4 or equivalent | E        | AF/I                  |                        |                 |
|   | Level 3 Food Hygiene   | E        | AF/I                  |                        |                 |
|   | Institute of Occupational Safety and Health qualification  | D        | AF/I                  |                        |                 |
|   | Waste Qualification  | D        | AF/I                  |                        |                 |
|   | Infection Prevention qualification   | D        | AF/I                  |                        |                 |



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| Example key areas  | Job requirements  | W | How identified | Candidate score | Comments |
|--|---|---|----------------|-----------------|----------|
| <b>Experience</b><br>Length and type of experience<br>Level at which experience gained | Significant experience in Facilities in a healthcare setting                      | E | AF/I           |                 |          |
|  | Significant experience of managing a multi-disciplinary team of 20+ in Healthcare | E | AF/I           |                 |          |
| <b>Skills/knowledge</b><br>Range and level of skills<br>Depth and extent of knowledge  | Competent in working with a range of IT packages e.g. MAPS, Microsoft: Excel etc. | E | AF/I           |                 |          |
|  | Knowledge of ESR and Business Intelligence  | E | AF/I           |                 |          |
|  | Competent in managing a budget for services                                       | E | AF/I           |                 |          |
| <b>Personal qualities</b>  | Excellent verbal and written communication skills                                 | E | AF/I           |                 |          |
|  |   | E | AF/I           |                 |          |



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| Example key areas | Job requirements  | W | How identified | Candidate score | Comments |
|-------------------|---|---|----------------|-----------------|----------|
|                   | Ability to communicate effectively to large groups  |   |                |                 |          |
|                   | Proven ability to think creatively and propose innovative solutions   | E | AF/I           |                 |          |
|                   | Excellent organisational skills and attention to detail<br>Competent in managing a varied workload and prioritising effectively to meet deadlines | E | AF/I           |                 |          |
|                   | Ability to work both independently and within a team  | E | AF/I           |                 |          |
|                   | Competent presentation skills   | E | AF/I           |                 |          |
|                   | Ability to work under pressure  | E | AF/I           |                 |          |
|                   | Ability to motivate and lead the team   | E | AF/I           |                 |          |
|                   | Ability to demonstrate leadership skills  | E | AF/I           |                 |          |



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| Example key areas       | Job requirements   | W | How identified | Candidate score | Comments |
|-------------------------|--|---|----------------|-----------------|----------|
|                         | Ability to demonstrate a customer focussed approach  | E | AF/I           |                 |          |
| Other job requirements  | To be flexible to the needs of the service   | E | AF/I           |                 |          |
|                         | To be prepared to work alongside staff if and when needed to support delivery of the service | E | AF/I           |                 |          |
|                         | Must be able to travel across the Trust to meet needs of the service                         |   |                |                 |          |
| Overall Candidate score |  |   |                |                 |          |

**W (Weighting)** - **E** = Essential **D**= Desirable

**How identified = Application = AF; Interview = I; Test = T; Presentation = P.**