

# Job Description



York Teaching Hospital  
Facilities Management

<b>Job Title:</b>	Assistant Domestic Support Services Manager		
<b>Band:</b>			
<b>Department:</b>	Estates and Facilities		
<b>Care Group:</b>	YTHFM		
<b>Reports To:</b>	Deputy Domestic Support Services Manager		
<b>Accountable To:</b>	Domestic Support Services Manager		
<b>Professionally Accountable To:</b>	Head of Estates and Facilities		
<b>Responsible For:</b>			
<b>Main Base/ Site:</b>	York Hospital		
<b>Contract Status:</b>	<input checked="" type="checkbox"/> Permanent	<input type="checkbox"/> Fixed Term	<input type="checkbox"/> Other:
<b>AfC Reference Number:</b>			



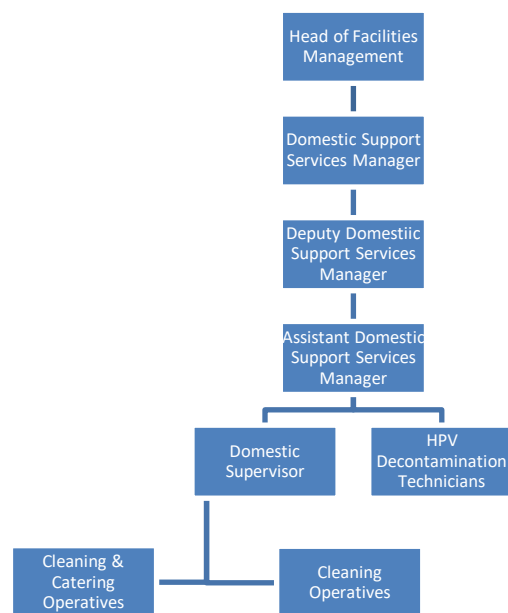
## JOB SUMMARY

Responsible for supporting the Deputy and Domestic Support Services Manager (DSSM) in the effective management of cleaning services and the on-site domestic laundry facility at York Hospitals Trust. Also supports the management of all associated service contracts including window cleaning, equipment maintenance, hygiene, and air freshener units.

Ensures the ongoing development and improvement of services and supports the development and implementation of plans to ensure the delivery of national and local targets together with ensuring statutory legislation is complied with at all times.

Will deputise for the DSSM as and when required and will be expected to work a shift pattern to reflect the needs of the service, which will include weekends as required on a rostered basis.

## **ORGANISATIONAL CHART**



## **KEY RELATIONSHIPS**

- All trust staff
- Patients and Visitors

## **KNOWLEDGE AND SKILLS**

### **1. Communication and Relationship Skills**

- Provides technical advice and support to Trust managers and clinical staff using specialist knowledge of cleaning and laundry technology and industry best practice, in the absence of the DSSM.
- Is engaged in consistent and effective communication across the department. Ensure that Team Brief is operating effectively and delivers as required by the DSM.
- As part of the management team, foster and ensure effective communication within the department and between the department and the wider Trust and external agencies with a view to fostering effective working relationships.

### **2. Knowledge, Training and Experience**

- Provides technical advice and support to Trust managers and clinical staff using specialist knowledge of cleaning and laundry technology and industry best practice, in the absence of the DSSM.
- Professional knowledge acquired through vocational qualification or equivalent experience and knowledge.

### **3. Analytical Skills**

- Assists in the effective implementation of the Trust's cleanliness monitoring

systems. Analyses performance information to identify trends and takes corrective action to rectify service failures. Is responsible for monitoring and ensuring that all action plans are implemented and delivered by supervisors to agreed timescales.

- Identifies areas for cost improvement and develops and implements plans to achieve savings, under the guidance of the DSSM or senior manager.
- Calculates the resource implications of service changes and developments, minor capital schemes and ad hoc work, when required to do so by the DSSM.

#### **4. Planning and Organisational Skills**

- Assists the DSSM in the effective management of all departmental services and resources ensuring the delivery of consistently high standards which accord with professional standards and protocols.
- Compiles cleaning programmes and strategies to support the local and national cleanliness agenda including work schedules, work methods and service statements, as directed by the DSSM. Works closely with infection prevention specialists to ensure the delivery of local and national infection control targets as required.
- Liaises regularly and maintains close links with Ward sisters, departmental managers, and infection prevention to ensure the delivery of agreed service standards, as required by the DSSM.
- Identifies risk through the use of risk assessment and develops appropriate plans and remedial measures to ensure that the risk is controlled. The post holder will be responsible for ensuring that all risk assessments are kept up to date, reviewed annually or when practices are changed.

#### **5. Physical Skills**

- Use of tools and equipment
- Use of keyboard skills

### **RESPONSIBILITIES**

#### **6. Responsibilities for Patient/ Client Care**

- Maintains good customer relations including visits to wards and departments to obtain feedback from patients, visitors, and staff.
- Assists in investigating complaints and enquiries from patients, visitors and staff and draft written responses in accordance with the Trust's Complaints Procedure, for final approval by the DSSM or senior manager. Communicates directly with complainants where appropriate, in the absence of the DSSM, including face to face meetings or telephone contact, when required to do so.

#### **7. Responsibilities for Policy and Service Development**

- Continually reviews services, with the DSSM, to ensure delivery in the most efficient and effective way. Undertakes service and systems reviews, evaluations and audits to identify areas for improvement.
- Assists in the development and implementation of departmental policies and procedures.
- Assists in the development of departmental induction programmes in consultation

with the Facilities Training and Development specialist as appropriate, Infection Prevention specialists and external suppliers. Ensures, that all staff receive departmental and Trust Statutory and Mandatory Training in line with agreed protocols.

## **8. Responsibilities for Financial and Physical Resources**

- Assists in the procurement of all equipment, materials and consumables for the department, negotiating with suppliers to obtain competitive pricing and best value.
- Assists in the maintenance of accurate financial records for the department including salaries and wages documentation, processing and authorising of invoices and recharge mechanisms.

## **9. Responsibilities for Staff/ HR/ Leadership/ Training**

- Attends regular team meetings with departmental staff ensuring that all relevant service and performance information is communicated and understood. Chairs regular team meetings in the absence of the DSSM.
- Participates in Trust meetings where requested to do so by the DSSM.
- Supports and maintains a harmonious industrial relations climate through effective consultation and communication with staff and their representatives.
- Supports the DSSM in managing a team of 250+ staff including Team Leaders and Decontamination team.
- Undertakes appraisals and develops Personal Development Plans for Team Leaders and staff, as directed by the DSSM. Appropriate records will be kept locally and reported according to Trust policy.
- Assists in dealing with grievance, disciplinary and performance issues in accordance with Trust policies and procedures involving Human Resources and staff representatives as appropriate.
- Regularly reviews staff sickness, absence, and timekeeping in accordance with Trust policies and procedures. Takes steps to ensure that absence targets are met through effective management and monitoring.
- Assists in developing the Domestic Services training needs analysis and develops bespoke training programmes to reflect service changes and developments, new initiatives and changed priorities. The post holder will have responsibility for ensuring training programmes are delivered consistently, and in line with departmental and Trust policy. The post holder will be required to deliver training sessions where appropriate.
- Assists in the recruitment process as directed by the DSSM.

## **10. Responsibilities for Information Resources**

- Utilises IT systems to generate and analyse information relating to the services managed including statistics, activity data and quality outcomes to identify trends and benchmark services.

## **11. Responsibilities for Research and Development**

- Actively participates, as required by the DSSM, in internal and external cleanliness inspections including PLACE, CQC and Patient Forum visits.

AfC Reference:

- Develops formal and informal systems for obtaining customer feedback on the services provided. Meets regularly with service users to resolve and take ownership of all departmental issues, under the guidance of the DSSM.

## 12. Freedom to Act

- Determines own work within established parameters and refers to management when necessary.

## **EFFORT AND ENVIRONMENT**

### 13. Physical Effort

- Restricted movement due to continuous operation of equipment.

### 14. Mental Effort

- Requirement for occasional prolonged concentration.

### 15. Emotional Effort

- Exposure to distressing or emotional circumstances is rare.

### 16. Working Conditions

- Use of VDU equipment continuously

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## **KEY VALUES**

The Trust would expect all employees to demonstrate our values as part of their day to day working lives:

- We are **kind**
- We are **open**
- We pursue **excellence**

These values are underpinned by behaviours:

We are **kind**, this means we:

- **Respect** and value each other;
- Treat each other **fairly**;
- Are **helpful**, and seek help when we need it.

We are **open**, this means we:

- **Listen**, making sure we truly understand the point of view of others;
- Work **collaboratively**, to deliver the best possible outcomes;
- Are **inclusive**, demonstrating everyone's voice matters.

We pursue **excellence**, this means we:

AfC Reference:

- Are **professional** and take pride in our work, always seeking to do our best;
- Demonstrate high **integrity**, always seeking to do the right thing;
- Are **ambitious**, we suggest new ideas and find ways to take them forward, and we support others to do the same.

### **STANDARD GENERIC ITEMS:**

The post holder will uphold and support these values in accordance with the Behavioural Framework. To this end, in our goal to promote and embed equality and diversity throughout the organisation, the post holder will ensure that everyone is treated as an individual, with dignity and respect.

In addition to observing the departmental rules and procedures, which all staff are required to observe and follow, the post holder is also required to follow the Trust's general policies and procedures that apply to the employment relationship. Whilst the Trust recognises specific responsibilities fall upon management, it is also the duty of the post holder to accept personal responsibility for the practical application of these policies, procedure and standards. The post holder should familiarise themselves with these, and ensure they have an understanding of them, and adhere to them.

The Trust has a No Smoking Policy. All its premises are considered as non-smoking zones.

In order to ensure the Trust's ability to respond to changes in the needs of the service, the Trust may make changes on a temporary or permanent basis, that are deemed reasonable in the circumstances, to the duties and responsibilities outlined in the job description. Any changes will be made with reasonable notice, taking into account the circumstances of the Trust and the post-holder.

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*This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the post. It may be subject to change as the organisation and services develop and wherever possible change will follow a consultation with the post holder.*

### **JOB AGREEMENT:**

<b>Job Holder</b> (PRINT NAME)	
<b>Job Holder</b> (SIGNATURE)	
<b>Date</b>	

<b>Recruiting Manager</b> (PRINT NAME)	
<b>Recruiting Manager</b> (SIGNATURE)	
<b>Date</b>	

# Person Specification

## Assistant Domestic Services Manager

Criteria	Essential	Desirable
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>Professional and/or Management qualification</li> <li>IOSH Managing Safety Certificate (to be completed within 6 months)</li> <li>Trust IT training with skills in MS Word, Excel, Outlook, and PowerPoint.</li> </ul>	<ul style="list-style-type: none"> <li>NVQ Customer Service level 3 Recognised training qualification</li> </ul>
<b>Experience and Knowledge Required</b>	<ul style="list-style-type: none"> <li>3 years operational experience at supervisory management level in Domestic Services or related area</li> <li>Knowledge and understanding of Infection control issues in Healthcare environments.</li> <li>Competence in budgetary planning and financial management</li> <li>Knowledge of statutory regulations and legislation relating to Health and Safety at Work, Risk Management, and competence at carrying out risk assessments</li> <li>An awareness and appreciation of current issues and trends relating to the services managed.</li> <li>Knowledge and understanding of risk management and competence in carrying out risk assessments.</li> <li>Knowledge of understanding of relevant national legislation/ directives, guidance relating to the</li> <li>services managed including Health and Social Care Act 2008 and waste management</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience in a healthcare environment</li> <li>Practical employee relations experience including liaison and consultation with staff representatives.</li> <li>Competence in cleaning and laundry technology and an ability to innovate technical change</li> </ul>
<b>Skills and Attributes</b>	<ul style="list-style-type: none"> <li>Compliance, implementation and effective delivery of policies and procedures</li> <li>Good verbal and written communication skills</li> <li>An ability to initiate and successfully manage change.</li> <li>Influencing, consultation and negotiation skills</li> <li>An ability to meet deadlines and to prioritise competing demands for resources, time, and workload allocations.</li> <li>An ability to handle confidential information sensitively</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Aptitude and Personal Qualities</b>	<ul style="list-style-type: none"> <li>Proactive management style</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>

AfC Reference:

	<ul style="list-style-type: none"><li>• Flexible and innovative with the ability to look creatively outside traditional boundaries.</li><li>• An ability to lead, develop and motivate individuals and groups through professionalism and good interpersonal skills.</li><li>• An ability to deal with conflict and difficult situations with tact and diplomacy.</li><li>• Proven reliability and commitment to results</li></ul>	
<b>Values &amp; Behaviours</b>	<p>Ability to demonstrate our organisational values and behaviours:</p> <ul style="list-style-type: none"><li>• We are <b>Kind</b>.</li><li>• We are <b>Open</b>.</li><li>• We pursue <b>Excellence</b>.</li></ul>	

