

Job Description: Domestic Supervisor



Function:	Healthcare
Position:	Domestic Team Leader
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Deputy Domestic Manager
Additional reporting line to:	
Position location:	Queen's Hospital

1. Purpose of the Job

Assist in the management of a high quality, timely, responsive, cost-effective, and pro-active domestic service to meet the needs of the wards and departments to the standard required by the Client and Sodexo as set out in Service Level Agreement.

Undertake a number of other support services to assist the functioning of the Trust operations.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Characteristics	Key performance indicators (KPIs)
	<ul style="list-style-type: none">▪ Labour, consumables, chemicals, and cleaning materials will be controlled in line with agreed budget each month.▪ Employee performance will be managed, regular feedback will be giving, and output measured.▪ Employees will be fully trained and engaged.▪ Cleaning standards will be delivered in line with contract or exceeded.▪ Work processes will be improved continuously to ensure efficient service delivery.▪ Sickness absence levels maintained in line with service targets▪ Employee appraisals will be managed for group of direct reports▪ High levels of patient and service user satisfaction.

3. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- May be required to work unsociable hours in line with business requirements
- Flexibility on work schedule will be required at times
- To manage a cleaning team across Queen's Hospital

4. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Continually monitor all cleaning standards and hygiene standards and ensure they are maintained at the highest level
- Ensure operational excellence within your area of responsibility for labour management and performance
- To grow services to meet client and commercial expectations whilst maintaining strict budgetary control in line with client and Sodexo expectations.
- Active involvement, promotion and support of activities aligned towards employee engagement to manage performance and development of your domestic team.

5. Accountabilities

- Deploy a team of domestics, assessing workload schedules and allocating resource as required whilst prioritizing urgent requests.
- Draw up weekly staff rotas.
- Supervise the work of all domestic staff to maintain and deliver a quality service according to set work schedules and procedures.
- Undertake weekly/monthly monitoring of quality control systems for the domestic service through appropriate IT systems as instructed.
- Undertake appropriate remedial action in areas that do not meet the required standards.
- Control and issue all domestics equipment and materials within budget limits.
- Oversee the reporting of maintenance defects of domestic's equipment and materials, according to set procedures.
- Assist in implementing domestics policies to agreed standards.
- Monitor and report on all staff absences and sickness.
- Ensure that all domestics materials and equipment are kept clean, hygienic, and maintained. Ensure that all materials and equipment are always locked away when not in use.
- Ensure that all domestics staff follow the correct procedures for signing out / in of all keys.
- Control the receipt and issue of domestic's materials and equipment always ensuring clear stock control.
- Accurate completion of necessary documentation as requested.
- Assist in the assessment of costs associated with any ad-hoc work requested ensuring an efficient and cost-effective service.
- Build and maintain effective relationships with staff, clients, and other departmental supervisors.
- Recruitment of domestic staff.
- Show and train new domestics.
- Assist in, organize, and implement appropriate training in line with personal development plans and divisional business plans.
- Provide cover as necessary in times of staff shortages.
- Analyze and resolve staff performance problems.
- Conduct domestics' appraisals.
- Authorize overtime.
- Process timesheets and use of payroll system.
- Complete surveys as required.
- Carry out routine admin tasks as required.
- Recommends changes to domestic's policy and service delivery, implementing changes as appropriate in consultation with Deputy Manager and General Manager.
- Perform other such duties as may be reasonably requested by the General Manager or Deputy Manager.
- Ensure the carrying out of a fire register of all domestic staff in the event of a fire drill/emergency.
- Provide cover for the domestic team when required.
- Ensure safe practice to minimize the risks of infection to patients/staff in accordance with national and Trust policy, in particular to be aware of their responsibilities as listed in the Infection Control Operational Policy.
- Ensure that all procedures for security, safety, health, and fire precautions are adhered to in accordance with the Health and Safety Policy.

6. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Manual Handling training
- Good standard of literacy and numeracy
- Experience of domestics within a hospital or similar environment
- Experience in delivering training in domestics, using company guidelines
- Effective communication and customer care skills with patients, visitors, customers, clients, and staff
- Strong interpersonal skills and ability to communicate effectively with customers, clients, and staff at all levels.
- Good time management and organizational skills
- Ability to monitor, lead and develop a team of people increasing individual effectiveness through leadership, motivation, communication, coaching and training
- Ability to always monitor performance levels.
- Financial awareness in managing budget.
- Understanding of relevant Health and Safety, employment, and other legislative requirements
- Knowledge of NHS policies, equipment requirements, management
- Persuasive skills for staff, patients, and relatives
- Ability to respond quickly to problems
- Ability to take instruction from both line manager and clients
- Ability to achieve and set high standards and operate to performance criteria
- Self-motivated
- Sense of own initiative
- Experience of managing/ leading a team
- Empathy with patients and visitors
- High standards of personal hygiene
- Ability to work independently and as part of a team
- Ability to deal with stressful situations
- Positive approach to learning in role and identifying own training needs as appropriate
- Flexible approach to role
- Continuous Improvement - Seeks to raise standards and improve quality
- Analysis and Decision Making - Analyses information to make the right decision on time
- Resilience – Maintains personal effectiveness in all situations
- Planning and Organizing – Plans ahead to deliver objectives on time.
- Leadership – Demonstrates a sense of direction and energy to achieve the plan
- Working with Others - Works effectively with others to achieve the desired results
- Impact and Influence – Builds rapport and interacts appropriately with others
- Financial and Business Awareness - Understands the organization and makes sound commercial judgements.
- Results Orientation – Delivers the required results
- Relationships Management – Builds beneficial long term relationships both internally and externally

7. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

Leadership & People Management
Rigorous management of results
Commercial Awareness
Employee Engagement