

JOB DESCRIPTION – DEPUTY DOMESTIC MANAGER

Function:	Healthcare
Position:	DEPUTY DOMESTIC MANAGER
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Domestic Manager
Additional reporting line to:	N/A
Position location:	Queen's Hospital

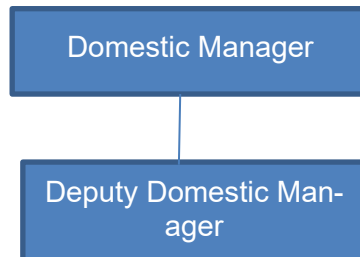
1. Purpose of the Job – State concisely the aim of the job.

- Provide training and guidance to the domestic assistants and supervisors to achieve and maintain a clean and hygienic patient environment in line with the National Specifications for Cleanliness, Trust and Sodexo policies and procedures, KPIs and contractual obligations.
- Use observation and guidance to ensure that every domestic assistant is using best practice methods and that service delivery is consistent.
- Support the Domestic Manager in ensuring highest possible standards of cleanliness for all our service users and that the risk of healthcare associated infections is consistent.
- Build confidence in others and challenge the team to constantly excel in delivery to clients and customers to optimise operational and financial performance
- Making profitable decisions for Sodexo and the Trust to enhance the reputation of the hospital and Sodexo
- Provide ownership for the healthcare environment

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.

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| Characteristics | <ul style="list-style-type: none"> ▪ Operational responsibility for annual revenue = Circa £6 Million ▪ Responsible for the management of circa 200 employees ▪ Direct and lead domestic assistants and supervisory teams towards achievement of agreed KPI's |
|-----------------|--|

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. Please show the job titles not the actual people doing the role, i.e. Finance Manager, Project Manager



4. 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.

- Key Performance Indicators – Achieve contractual KPI’s in area of responsibility and zero financial penalties
- Manage sickness absence levels below the agreed annual percentage in line with Sodexo and Agenda for Change terms and conditions
- Achieve year on year improved employee engagement levels
- Efficient and economic use of labour without premium rate overtime
- High levels of customer satisfaction as reported by the client
- Achievement of budget
- Green on all audits within area of responsibility

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

- Undertake a program of intensive training of a large team of domestic assistants and supervisors and ensure that they are working to correct cleaning methodology, adhering to correct frequencies and achieving the level of cleaning expected, appropriate to risk category and in compliance with NSC 2025.
- Coach domestic supervisors in observing domestic assistants’ work and taking action to correct poor methodology.
- Instruct and observe domestic assistants in the correct use of equipment for different areas.
- Make recommendations to the contract management team to ensure that industry best practice is being considered at all times.
- Ensure that the domestic team complies with Trust and Sodexo policies
- Seek to raise standards and improve service quality to ensure full compliance with the National Specifications for Cleanliness 2025
- Be courteous, helpful and efficient, ensuring that high standards of customer care and demonstrating commitment to a positive patient experience
- Maintain effective, meaningful, positive and clear communications with Ward Managers, matrons and service users.
- Build and maintain relationships with employees, service users and Trust management.
- Use reward and recognition tools
- Analyse and communicate the domestic team’s performance

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Deliver a consistent level of service within the Company's standards to the contract specification and agreed performance, qualitative and financial targets.
- Comply with the Trust, Company and statutory regulations relating to Safe Systems of Work, health and safety, hygiene, cleanliness, fire and COSHH
- Contribute to the continual improvement of the domestic service
- Achieve target cleanliness scores
- Achieve high (upper percentile) scores related to cleanliness in all patient surveys, PLACE assessments, CQC inspections
- High levels of patient and service user satisfaction
- Sickness absence below 5%
- Efficient and economic use of labour, without premium rate overtime
- Month on month improvement in service failures and penalties
- Month on month improvement in patient satisfaction scores
- Responsible for support new initiatives within the domestic services under remit and leading on all change management processes required to continually improve the services
- Provide advice on health and safety and waste management matters, ensuring compliance throughout the site with all legal waste standards in line with Company procedures
- Champion the CARES programme to ensure all staff are committed to delivering high levels of customer service at all times communicated
- Responsible for the recruitment and management of direct reports. This will include responsibility for their development which will include health & safety, communication of shared goals and ensuring that effective performance development reviews (PDRs) take place
- Promote effective two way communication within all levels of staff in area. This will include ensuring that team briefings take place and that Company objectives and values are delivered.
- Responsible for ensuring that effective and consistent management is applied by your supervisory team to all staff within area of responsibility. This will include managing staff in line with the appropriate policies in relation to issues including conduct, performance, absence, grievance, fair treatment, leave and all other HR policies
- Ensure effective contingency plans are maintained and adopted when appropriate
- Any other tasks as requested by line manager

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

- Recognised cleaning qualification: BICS, NVQ or other.
- IOSH or NEBOSH certificate
- Capable of delivering practical training to a high standard
- Implementation of innovation and improvement projects
- Ability to see a project through to completion
- Highly organized with excellent time management skills
- Ability to respond quickly to problems
- Positive attitude and enthusiasm
- Proven experience of managing a diverse workforce in a multiple services environment
- Experience in the development and managing of staff
- Ability to communicate effectively with patients, visitors, colleagues and clients
- Experience of working with budgets and financial targets.
- Show empathy, care and compassion
- Ability to work independently, flexibly and professionally – dealing with stressful and changeable situations

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

Competency	Key areas
<ul style="list-style-type: none"> Rigorous management of results 	Business and Financial acumen
<ul style="list-style-type: none"> HR Service Delivery 	Manage PDR's, sickness in line with the appropriate Sodexo and Client policies and procedures.
<ul style="list-style-type: none"> Employee Engagement 	Working with the site engagement champion and service representatives to drive initiatives to improve site engagement levels
<ul style="list-style-type: none"> Learning & Development 	Identify talent within your teams for potential future development and support and drive this using the resources available
<ul style="list-style-type: none"> Leadership & People Management 	Direct and lead co-ordinators and supervisory teams towards achieving agreed strategic objectives
<ul style="list-style-type: none"> Innovation and Change 	Support new initiatives across the logistics services, leading on all change management process to continually improve the service provision
<ul style="list-style-type: none"> Growth, Client & Customer Satisfaction / Quality of Services provided 	Focus on client growth identifying opportunities for additional business to the company on and off site.

9. Management Approval – To be completed by document owner

Version	1.0	Date	7 July 2022
Document Owner	Graham Hough		