

ON-SITE SERVICES

Domestic Services Manager

Domestic Supervisor

You will act as a key member of the domestic services supervisory team, ensuring that the domestic services team provide a high-quality cleaning service within wards, departments, and/or public areas within the hospital. You will work to ensure the standard of service is provided in accordance with the contract specifications.

Main Assignments of Role

- Supervise the work of all domestic staff to maintain and deliver the cleaning standards according to set work schedules and procedures.
- To deal with the allocation of work to domestic staff.
- Undertake weekly monitoring of all areas within your area of the domestic service.
- Undertake appropriate action in areas that do not meet the required standards.
- Reporting of maintenance defects of domestic equipment and chemicals.
- Ensure that all domestic materials and equipment are kept clean and well maintained.
- Ensure that all materials and equipment are locked away when not in use.

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- Build and maintain effective relationships with the domestic team and ward staff by introducing new staff to the department or casual staff who are covering the area to the ward.
- Liaise and communicate with MFT and Sodexo staff to resolve any issues and respond to ad-hoc requirements.
- Ensure staff are allocated duties and responsibilities appropriately and receive training to undertake their role.
- Complete domestic evaluation sheets daily on each ward as required.
- Adherence to all COSHH regulations.
- Completion of Kronos exceptions.
- Identify and facilitate training needs for staff including moving and handling training.
- Ensure all domestic staff are wearing full PPE and staff uniform including trust ID badges.
- Take initial calls relating to sickness absence and document the call in a telephone log.
- Conduct return to work sickness/ absence interviews with the domestic staff and escalate any issues to the Domestic Services Manager where appropriate.
- Ensure all relevant paperwork is returned to the HR office.
- Management of annual leave requests across the domestic team.
- Undertake monthly Appraisals with domestic staff in line with MFT Policies and Procedures.
- Ensure all domestic duties are carried out in strict accordance with Health and Safety legislation.
- Follow accident reporting procedures and appropriate paperwork where required.

- • Ensure all domestic staff adhere to MFT Policies and Procedures and escalate issues of non-compliance to the Domestic Services Manager where appropriate.
- • Escalate any incidents or complaints to the Domestic Services Manager where appropriate.
- • Provide cover for supervisory colleagues as and when required.
- • To ensure breaks are monitored and maintain stock within the domestic service.
- • To resolve any issues that may be reported to you whilst on shift.
- • Convey a professional image of the domestic department to the client whilst encouraging and maintaining good working relationships.
- • Undertake the full range of domestic duties when requested and as directed by the Domestic Services Manager.

- • **Additional General Responsibilities**

- • Maintain a high standard of personal hygiene in accordance with company policy.
- • Arrive in time for duty and in non-uniform clothes, changing into clean Sodexo uniform and clocking on. Post holders are required to wear their identity badge with a current photo-graph on at all times.
- • Provide guidance and advice to new team members or relief staff where necessary.
- • Completion of paperwork relevant to post, such as staff surveys and holiday request forms.
- • Workload will be determined by daily requirements, and post-holder may be required to use initiative in order to prioritise tasks and responsibilities.
- • At times you may be required to go and work in other domestic areas to assist with the cover of annual leave and sickness.
- • At times post holders may be required to carry out reasonable additional duties connected to their employment, as directed by their line manager.
- • This is not an exhaustive list of your duties as a domestic supervisor but is a broad overlay of your