

Job Description: Domestic Supervisor



Function:	Healthcare
Position:	Domestic Supervisor
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