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| **Post Title**: Domestic Supervisor | **Post Reference:** JD007 |  |
| Summary of the Role:  Responsible for day-to-day supervision of a team of Soft FM staff  Provide advice and support to all wards and departments on an identified site. Dealing with ward and departmental managers to ensure an affective Soft FM service is provided.  Support Assistant and Site Manager with team briefs.  Ensure that effective, efficient lines of communication and good relationships are maintained within the department and with all other service users.  Provide and receive information to manage own job and communicate with on all aspects of hygiene and cleanliness.  Liaise with other Supervisors within the Company.  As a supervisor you may be expected to supervise other areas of facilities | | **Reports to**:  Head of Facilities & Property Services  Facilities Manager  Site Manager  Assistant Site Manager  **This Post**  Facilities Teams |
| **Base/Location**: As designated in advert, however may at times be asked to cover company wide locations |
| **Key Responsibilities** | |  |
| * + Maintain and improve the day-to-day running of the Domestic Services Department on an identified site and outlying areas   + Monitor hospital hygiene standards and assist in provision of solutions to any areas causing concern.   + Assist in recruitment and selection of staff and other relevant workforce procedures as required.   + Provide a supportive service to all service users, carers, visitors and staff.   + Organise and oversee the rota(s) for domestic staff within the department.   + Provide support and advice to domestic staff on all aspects of company/client hygiene standards.   + Ensure staff adherence with new procedures.   + Explain technical issues, such as COSHH regulations, to staff.   + Provide local induction to new staff within the department.   + Support other Soft FM services as and when required. | | |
| **Key Working Relationships and Contacts** | | |
| * Service users, customers, clients, visitors/members of the public * Staff * Other departments * Contractors | | |
| **Job Dimensions:**  (Problem solving, decision making, impact, resource management including value, working environment, responsible for staff & equipment) | | Performance measures and KPIs |
| Liaising with ward and departmental managers to ensure an affective domestic service is provided, dealing appropriately with complaints from service areas, escalating where necessary.  Ensure that effective, efficient lines of communication and good relationships are maintained within the department and with customers.    Provide advice, instruction and training to groups of Domestics and/ or individuals around company policies, operational procedures and compliance and exercise diplomacy where necessary.  Advise on all aspects of hygiene and cleanliness and ensure wards and departments are kept in high standards of cleanliness to create a hygienic and pleasant environment.  Treat service users with dignity and respect, adhering to all aspects of confidentiality.  Plan daily, weekly and monthly work schedules, encompassing relevant training programmes. Ability to prioritise workload and deal with short term issues, and staffing issues. Ensure time sheets and WTD up-to-date for staff.  Carry out rotational visits to undertake quality assurance spot checks. Ability to document, compare and monitor standards and demonstrate the ability to maintain and improve standards.  Adapt the service to the changing needs and demands of service users as required and with management support.  Ability to use, lift and manoeuvre a variety of equipment, e.g. trolleys, carpet cleaners, vacuum cleaners and floor polishing equipment.  Assist in the formulation of domestic procedures and implement these, including risk assessments, into the department to ensure safe working practices are adhered to.  Responsible for maintaining safety and integrity of all domestic equipment and arranging services and repairs.  Responsible for keeping stock control and monitoring of the window cleaning contract on site and sanitary collections.  This job description is not an exhaustive list of duties, but is intended to give a general indication of the range of work undertaken and will vary in detail in the light of changing demands within the Company. | |  |
| **Person Specification:**  (Please state Essential (E ) or Desirable (D) | | |
| Knowledge and Skills:  Knowledge and understanding of Health and Safety, COSHH, Fire, Lifting/Handling and Risk Assessment Regulations.(E)  NHS Policies and procedures (D)  Sound knowledge and experience of cleaning techniques and methods (E)  Good oral and written communication skills (E)  Ability to work independently or as part of a team (E)  Basic computer skills (D) | Experience:  Previous supervisory skills in a similar environment (E)  Ability to communicate with a wide variety of staff (E) | Qualification :  City & Guilds 764, NVQ or BICS trained (E)  Food Hygiene Certificate or willingness to achieve (E) |
| **Core Behaviours** | Approachable, respectful, flexible, empathetic | |
| **Leadership Behaviours** | Client focused, share information, honest and open, encourage new ideas, diplomacy and tact. | |