

Job Description and Person Specification

Job Title:	Domestic Facilities Team Leader
Division:	Facilities
Base:	Birmingham Children's Hospital
Pay Grade:	AFC Band 4 or VS Band C
Responsible to:	Facilities Duty Manager
Accountable to:	Facilities Duty Manager / Deputy Operational Manager / Facilities Operational Manager
Contract:	36.7 hours per week.

Job Summary:

Responsible for assisting the Duty Facilities Manager in the day to day running and organisation of the Domestic Services Department to provide an efficient and a high standard of Domestic Services as outlined in the Domestic and National cleaning standards specifications (2021).

You will manage a team of domestic supervisors and assistants working across the site on a rotational morning and evening basis. You will need to be friendly, approachable and be a hard-working team player with a calm and mature approach with the ability and desire to lead, coach, monitor, and supervise a group of employees to achieve goals that contribute to the growth of the organization and your development. Team leaders motivate and inspire their team by creating an environment that promotes positive communication, encourages bonding of team members, and demonstrates flexibility. You must be able to interact effectively with your team to ensure a first-class experience and promote a proactive, can-do attitude.

To be professional courteous in all working relationships with respect to the equality and diversity of each person "He / She" meets. Ideally you will have previous experience in a Team Leader or supervisory role.

Duties & Responsibilities

General

1. To ensure all areas for monitoring are conducted within the timescale required and rectifications are completed within timeframes.
2. To liaise with Site Leads, Domestic Leads and Estates Leads to ensure that all failures are rectified.
3. To manage all actions following the audits by overseeing the action plans and managing all outstanding and escalating any issues through the correct escalation process.
4. To contribute to the continual improvement of audit elements where services can be improved to best support the Services and clinical teams.
5. To advise the team leader /assistant facilities manager of any areas of concerns, such a repeated failure.
6. Communicating goals and deadlines to team members
7. To identify any trends in non-conformances and devise action plans to monitor the effectiveness of action plans.
8. To provide assurance of accurate cleanliness standards across the Trust through high quality auditing.
9. To keep the star rating posters etc. up to date at each site/ward.
10. To conduct additional spot checks on team members and supervisors ensuring correct compliance is being observed by assessing team performance and providing feedback to employees.
11. Ensure monthly information is produced for Domestic supervision performance meetings.
12. Audit of domestic contract performance against contract KPIs that include joint clean team audits and efficacy audits on site.
13. Responsible for planning the audit schedule on a Weekly/ Monthly basis prioritising based on areas of concern identifying trends.

Skills

1. Continually audit, develop, introduce, and improve the systems and procedures to assist management, monitoring and reporting within the Division. Work with and respond to both internal and external audit and research requests for information as required.
2. Ensure all Facilities records are accurate and kept up to date, and to ensure that any overdue or out of date information is managed appropriately.
3. Ensure all Facilities information is stored appropriately and easy to find following request.
4. To observe and maintain strict confidentiality of personal information relating to team members patients and staff.
5. To establish and maintain good working relationships between Facilities staff, lead nurses, ward managers and between other departments.
6. To understand and apply all relevant Trust policies and codes of practice.
7. To apply risk assessments, COSHH assessments and method statements as and when required.
8. To manage ensure that there are adequate resources are in place to deliver required standards, to explain variations against budget within own areas of responsibility.
9. Contribute to the development of team colleagues for personal growth by motivating and inspiring their team by creating an environment that promotes positive communication, encourages bonding of team members.
10. To ensure advance planning and maintenance of efficient staff rotas, ensure that the correct level of domestic cover is provided throughout the hospital. This will include lead shift decision making and prioritisation. responsibility reflective of budgetary constraints during times when management are not available within.
11. To have an understanding of the financial budgetary pay costs within your department using the time and attendance system.
12. To support all elements of absence management policy including undertaking formal stage one meetings and ensuring the maintenance of absence records for all domestic staff, including the recording of all leave and absenteeism recorded on T&A system.
13. To assist in the selection and recruitment of new staff.
14. To undertake and assist with the training of staff. and undertake accurate weekly sign off for staff to be competent to be released to clean to the full standards required on site which includes all levels of cleans.

15. To monitor and provide continual support for staff development and growth.
16. To encourage staff engagement in Vital Services and BWC forums and groups.
17. To reinforce the required standards of work, behaviour and attitude amongst all staff and effectively manage and document any instances where standards have been breached. This will include responsibility for completing and documenting informal stages of grievance and dignity at work policy. To maintain the discipline of staff and undertake measures where necessary in accordance with the Trust disciplinary policy. This will include responsibility for completing and documenting informal stages of Conduct policy.
18. To liaise with staff and address concerns raised by team members continually giving feedback as to actions taken to concerns raised.
19. To undertake return to work interviews, to support the health and wellbeing of staff and to signpost to relevant support mechanisms available. To provide monthly wellbeing checks with staff for support in improving concerns identified through return-to-work interviews recognising the importance of mental well-being. To make occupational health referrals where necessary and follow through with occupational health recommendations.
20. To monitor all equipment usage, ensure and evidence that staff are fully trained in its use.
21. To monitor and advise on best practice for best results. To ensure that all cleaning materials are continually and correctly stored/marked and are easily identifiable.
22. To ensure all planned activity is undertaken and completed regardless of reactive pressures and that any variations from planned expectations are recorded, explained, and escalated as required.
23. To respond to emergencies when the working conditions may be considered as a risk i.e. dirty and highly unpleasant
24. To attend regular meetings as requested by the Facilities Operational Manager.
25. Ensure that the KPIs are maintained and reported each month including any information that is required.

This job description is intended as a guide to the general scope of duties and is not intended to be definitive or restrictive. It is expected that some of the duties will change over time and this description will be subject to review in consultation with the post holder.

Equality and Dignity

The post holder will be expected to adhere strictly to principles of fairness and equality in conducting the role. At all times, the post holder will be required to show respect for and maintain the dignity of patients, the public and work colleagues.

The Trust will not tolerate any form of bullying or harassment, violence, or aggression against its employees.

Communication (Staff with supervisory/managerial/leadership responsibility)

An integral part of the role of any manager or person with leadership responsibilities is to communicate effectively with their staff and colleagues.

It is an expectation of this role that resources, and time will be allocated to communicate fully with staff and involve them in the decisions affecting them.

The post holder is required to understand the importance of people's rights to be treated in a fair and non-discriminatory manner. All training delivered will be inclusive to all learners.

Arrangements should be made to ensure that local and Trust wide matters are communicated and discussed via appropriate means i.e., team meetings, written briefings etc.

All colleagues are expected to demonstrate an understanding of our commitment to Equality, Diversity and inclusion (EDI) and how it applies to the role.

Induction

It is the responsibility of every employee and their line manager to ensure attendance at the Trust's Mandatory Induction Programme. A general induction programme is held monthly, and a local induction is provided within all Trust Departments.

In addition, a formal induction process for consultants will be arranged by the Clinical Lead/Programme Director within your Group and a consultant mentor will be appointed.

Appraisal and Performance Management

All staff will be expected to fully participate in the Appraisal/ Performance Management process. This obligation will include the preparation for and attendance at appraisal/performance management interviews and completion of the associated documentation.

Failure to participate in any stage of the process will render the process 'incomplete'.

Health and Safety

You have a legal responsibility not to endanger yourself, your fellow employees and others by your individual acts or omissions. The postholder is required to comply with the requirements of any policy or procedure issued in respect of minimising the risk of injury or disease.

Major Incident

In the event of a Major Incident involving the Children's Hospital it is expected that the post holder would make all reasonable efforts to attend and support the incident.

Working Time Directive

The Working Time Regulations 1998 require that you should not work more than an average of 48 hours each week, i.e., in a 17-week period no more than 816 hours or 1248 hours in a 26 week

period. To work more you must have the authorisation of your manager and you must sign an opt-out agreement that you choose to work more.

Should you have more than one job with the Trust or have a job with another employer, then the total hours worked in all your jobs should not exceed the average of 48 hours as above. You are therefore required to inform your manager if you continue to work elsewhere and the number of hours you work, or if you take up work elsewhere during your employment with the Trust.

Confidentiality

Your attention is drawn to the confidential nature of information collected within the National Health Service. The unauthorised use or disclosure of patient or other personal information not in line with the Trust's Caldicott Standards – Staff Code of Conduct and/or Data Protection Act 1998 is a disciplinary offence and could result in a prosecution or action for civil damages under the Data Protection Act 1998.

PERSON SPECIFICATION

Job Title: Domestic Facilities Team Leader

Attribute	Essential	Desirable	Evidenced by
A – Qualifications			
Essential qualifications and levels for entry into role	<ul style="list-style-type: none"> Must be eligible to work in the UK 		A / C / I
Relevant professional registration		Health & Safety Auditing qualification	A / I
B – Knowledge/Experience			
Level of experience required, prior to entry into role	<p>Experience of working in a role requiring self-management to meet deadlines.</p> <p>To understand the role and associated work procedures</p> <p>Minimum of 2 years' experience in a facilities service as a supervisor</p> <p>Experience of HR Policies</p>	<p>Experience of working in a similar role or discipline</p> <p>Proven experience creating distributing and managing action plans.</p> <p>Experience of writing high-quality reports</p> <p>Documentation of undertaking formal stage.</p>	A / I
C – Skills			
<p>Communication / Relationship Skills:</p> <p>With whom the postholder will communicate and what communication skills are required</p>	<p>Good customer care skills with strong sense of team focus</p> <p>Must be professional, punctual, and reliable</p> <p>Must be focused on supporting and developing team members.</p> <p>To monitor and provide continual support for staff development and growth.</p> <p>Must have active listening abilities for team members.</p> <p>Must be able to resolve conflict and obstacles</p>	<p>Well-developed leadership and motivational skills</p> <p>Emotional intelligence, flexibility and understanding.</p> <p>Promote a proactive, can- do attitude</p> <p>Demonstration of showing consistency</p>	A / I

		and appreciation for teams contribution	
Analytical & Judgement Skills: Level of analytical skills required. Level of judgement needed and in what context.	Must be willing to adapt to operational needs and hours of work when required. Must be able to identify acceptable to non-acceptable with cleaning standards as per National cleaning Standards 2021 Delegating Tasks	Excellent analytical and judgement skills demonstrating an ability to interrupt and act upon information	A / I
Planning & Organisational Skills: Planning responsibilities required. e.g., major, or straightforward projects, longer term provision of services, rotas, meetings	Must be willing to adapt to operational needs and hours of work when required. Able to prioritise workload. Able to plan and liaise with clinical leads on joint audits schedules. Demonstrate ability to prioritise and manage time, people and resources to deliver required outcomes	managing, organising, guiding, and performing planning for the teams to achieve targets	A / I
People Management / Leadership / Resources: Level of responsibility for staff and for resources	To be able to communicate clearly to team members to feedback to members audit results. To be able and confidential to report back to clinical leads and estates departments on audit findings. To be able to motivate and drive team members forward. To be able to support with training needs of team members and encourage teamwork . Knowledge of EDI	An understanding of demonstrating empathy for team members Experience of Communicating effectively. Proven experience of working to improve team morale with compassion in difficult times. To have completed EDI course and inclusion panel training Able to advise team on poor practice	A / I

		observed	
IT Skills: Experience needed in using software / accessing information on data systems and for what purpose	<ul style="list-style-type: none"> To be able to access information on data systems as and when required. To update weekly reports on results that identify trends patterns or areas of concerns 	To use software as and when desired Ability to use the Time & Attendance payroll system Ability to use ESR] Ability to use PAM (Attendance and absence management)	A / C / I
Physical Skills: Physical/manual handling skills required / ability in using mechanical aids / equipment / techniques	<ul style="list-style-type: none"> Must be able to perform physically demanding job able to inspect and checks all areas of site audits. Ability to audit all areas on site . Must be able to have the ability to stand for long periods of time during auditing process . Must be able to support team members in all cleaning aspects as and when services needs are required. 		A / C / I
Emotional Effort The nature, frequency, and duration the post holder will be required to deal with distressing or emotionally demanding duties	<ul style="list-style-type: none"> Ability to deal with distressing or emotionally demanding environments. To be able to deal with difficult situations and a calm clear manner. To be able to patiently, actively listen and communicate clearly with team members. 	The experience of relationship building with self-awareness	I
Working Conditions Extent / frequency the post holder will be required to work in challenging working conditions	<ul style="list-style-type: none"> Ability to work and complete duties in challenging working conditions. Able to support team members with all roles and use of machinery with cleaning. 		I

D – Approach/Values			
Alignment with the values and beliefs of the Company are demonstrated	<ul style="list-style-type: none">• Demonstrate alignment with the values and beliefs of the NHS and the Vital Services• Demonstrate an understanding of the practices of equality and inclusion in the delivery of this role.• Team working• Punctual and flexible across hours of work when required	Experienced in commitment to inclusivity , acknowledge differences, staying courageous	

To be evidenced by key: *A – Application* *C - Certificate* *I – Interview* *T - Test*

Approved by:

Postholder Name:

Manager Name:

Manager Signature:

Date: