

<b>Job title:</b> Housekeeping Team Leader	
<b>Reports to:</b> *Housekeeping Manager/Ancillary Services Manager/Care Centre Manager (dependant on location)	<b>Reporting to job holder:</b> Housekeeping Assistants
<p><b>Overall purpose:</b></p> <p>To deliver high quality, resident focused housekeeping services for the Centre/Village and within resident’s own home (dependant on location) supporting a clean and safe environment for resident’s colleagues and visitors. To contribute to the continuous improvement and development of housekeeping services to meet the needs of current and prospective residents.</p>	
<p><b>Principal accountabilities:</b></p> <p><b><u>Planning and organising</u></b></p> <ul style="list-style-type: none"> <li>• To ensure delivery of effective, high quality cleaning and laundry services within the Centre/Village</li> <li>• To implement effective cleaning schedules to ensure that resident accommodation and all communal spaces, including bathrooms and toilets within the Centre/Village are cleaned to a high standard which meets the residents and colleague’s requirements</li> <li>• *To ensure designated area(s) is prepared for food service and that a food service is provided to residents (their relatives and guests) and the area(s) is cleaned following service</li> <li>• *To ensure that supplies are available to prepare refreshments at internal venues used for internal and external functions</li> <li>• *To contribute to the maintenance of a cost-efficient level of cleaning and housekeeping stock and order replacement or new stock and equipment for the housekeeping service within agreed budgets</li> <li>• To maintain appropriate levels of staffing to deliver housekeeping services to residents, arranging appropriate cover for planned and unplanned absences</li> <li>• To maintain service records for housekeeping and laundry equipment reporting equipment faults to the Housekeeping Manager and Facilities Management services</li> <li>• To contribute to the implementation of quality assurance programmes for housekeeping services as required by the Housekeeping Manager</li> <li>• To effectively implement Ben’s policies and procedures at all times.</li> <li>• To contribute to the maintenance of management information systems within the Centre/Village</li> <li>• To maintain effective reporting procedures with Housekeeping Manager</li> </ul> <p><b>(N.B *denotes tasks to be undertaken dependant on location)</b></p> <p><b><u>Business focus</u></b></p> <ul style="list-style-type: none"> <li>• To comply with current Fire, Health &amp; Safety at Work, Infection Control, Safe Food Handling, Environmental Health and associated legislation by ensuring that Ben’s policies and procedures are implemented within the housekeeping service and that safe procedures and practices are carried out at all times, following appropriate reporting arrangements as required</li> <li>• To work within the required Care Quality Commission (CQC) standards at all times</li> </ul>	

- To implement current infection control guidelines are implemented to minimise risk to residents, visitors and Ben
- To participate in the investigations of incidents and complaints concerning housekeeping services as directed by the Housekeeping Manager
- To identify and report any incidents of alleged or known abuse by or to any resident, complying with Ben's Safeguarding guidelines and reporting procedures
- To comply with Ben's protocols and requirements on maintaining confidentiality

### **Communication**

- To ensure all communications and interactions with residents, relatives and other stakeholders is effective, sensitive and professional
- To communicate and engage with the housekeeping team to ensure they are fully informed about matters which affect their day-to-day work and practice and develop their knowledge and understanding of Ben as an organisation

### **Budgetary control**

- To contribute to the development of annual budget proposals to for housekeeping services
- \*To regularly monitor and manage allocated budget ensuring that it remains within agreed financial limits
- To identify opportunities for costs efficiencies within allocated budget whilst maintaining the quality-of-service delivery

**(N.B \*denotes tasks to be undertaken dependant on location)**

### **Managing performance**

- To promote and maintain a positive and inclusive leadership and management culture which motivates, involves and engages colleagues within the housekeeping team
- To contribute to the delivery of a culture of performance and service excellence within housekeeping services
- To provide effective leadership, management, coaching and development of housekeeping team colleagues including the consistent application of the performance review process
- To contribute to the assessment and evaluation of the quality and effectiveness of housekeeping services provided to residents and assist in the development of service/standards improvement plans to enhance the resident experience
- To implement any agreed service/standard improvement plan within housekeeping services.

### **Stakeholder relationships**

- Represent BEN and the Centre/Village in a positive manner

### **Achieving resident service excellence**

- To contribute to the delivery of high quality and consistent housekeeping services to residents, visitors to the Centre and colleagues, ensuring that the Centre/ Village is viewed in a positive way
- To recognise residents' individual rights to dignity, privacy, choice and confidentiality
- To recognise individual rights to dignity, privacy and choice

- To promote a culture which recognises, respects and values diversity and equality of opportunity for our residents and colleagues

#### **Additional duties**

- To attend meetings and training sessions as required to support continuous learning and development and performance improvement
- To undertake ad hoc projects as required by the Housekeeping Manager/Ancillary Services Manager/Care Centre Manager (dependant on location)
- To undertake any other duties specified from time to time by Housekeeping Manager/Ancillary Services Manager/Care Centre Manager (dependant on location)

**This job description is not intended to be an exhaustive list of responsibilities and will be regularly reviewed and amended as necessary after consultation.**

#### **Deliverables – Key measures:**

##### **Planning and organising**

- To deliver services following Ben's principles and practice to ensure that residents' needs are met whilst ensuring their dignity, choice, and independence are maintained at all times
- To \*conduct/participate in regular audits and participate in quality assurance programmes to evaluate the standard of housekeeping services provided to residents in order to ensure a high standard of service delivery is maintained
- Reporting and recording systems are accurately maintained to support a safe and secure environment for residents and colleagues

**(N.B \* dependant on location)**

##### **Business focus**

- Ben's policy and procedures are applied within Housekeeping services to support decisions made and that they are of least risk
- To contribute to ensuring that Housekeeping services operates consistently and is compliant with the relevant regulatory frameworks in all aspects of its activities
- Safeguarding issues are identified and reported in a timely manner and in line with legislative and organisational requirements

##### **Communication**

- Residents, relatives and other stakeholders are engaged in a professional and appropriate manner ensuring the Centre/Village is viewed in a positive way
- All Ben information is communicated accurately and on time so that the housekeeping services team are knowledgeable about matters that affect their day to day working lives and about the wider organisation

##### **Budgetary control**

- \*Expenditure within allocated budget is regularly reviewed and cost efficiencies are identified where appropriate, agreed with the Housekeeping Manager/Ancillary Services Manager/Care Centre Manager (dependant on location) and implemented
- \*Housekeeping services budget is managed to agreed levels

**(N.B \* dependant on location)**

**Managing performance**

- To contribute to meeting Key Performance Indicators (KPI' s) for housekeeping services delivered within Centre/Village
- Agreed service/quality improvements are delivered within agreed timescales
- Deliver activities to engage with housekeeping team colleagues' and gain their contribution to improving the housekeeping services delivered to residents and to improving their working environment and experience
- Issues with colleagues' performance within the housekeeping services team are avoided or managed by ensuring that performance review or other appropriate management processes are initiated and followed

**Stakeholder relationships**

- Stakeholders experience professional and helpful interactions with Ben colleagues

**Achieving resident service excellence**

- Feedback from residents about the quality of housekeeping services provided within the Centre is positive and that residents' expectations have been met or exceeded
- Residents and colleagues experience a positive and engaging environment where they are treated with respect, their differing needs are recognised, valued and responded to appropriately and they can be confident that disrespectful and/or discriminatory behaviour is effectively challenged and managed

**Additional duties**

- Accept ad hoc projects as required by the Housekeeping Manager/Ancillary Services Manager/Care Centre Manager (dependant on location)

**PRIDE values**

To embody and deliver the role of Housekeeping Team Leader in line with our values:

**Passionate**

**Respectful**

**Inclusive**

**Driven**

**Empowered**

**Experience required:**

- Experience of working in a housekeeping position within a facilities or hospitality environment

**Technical Knowledge:**

- Sound knowledge of Health & Safety requirements and its application in the delivery of housekeeping services

**Other significant role requirements:**

- Demonstrate the Core Behaviours for the role
- Able to demonstrate a resident focused approach to service provision
- Able to deal with a range of residents sensitively and with consideration at all times and in a manner, that respects their dignity, independence and choice
- Ability to effectively lead, manage and motivate a staff team to deliver high quality housekeeping services to residents
- Ability to prioritise, work under pressure and meet deadlines
- Ability to maintain all aspects of confidentiality and to comply with all legislative requirements in relation to residents and colleagues
- Literacy and numeracy skills to read and understand procedures, produce reports and other documents and undertake routine as well as more complex administration tasks accurately
- Able to demonstrate a commitment to diversity and the achievement of equality of opportunity in both employment and service delivery

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