



JOB DESCRIPTION

Job Title: Head of Housekeeping

Reporting to: The Home Manager

Job Purpose

The head of housekeeping is responsible for the daily supervision of domestic and laundry staff to ensure the highest possible standards of cleanliness around the home and a first-class service from the laundry to the home and residents.

Job Duties

Housekeeping:

- Understand how to clean the different furnishings and equipment within the home, in line with manufacturers' guidelines and the training provided.
- Regularly monitor the condition of equipment and machinery used within the domestic and laundry functions, reporting any problems to the maintenance team.
- Manage stocks of cleaning and other materials required within the domestic and laundry functions and order items, as required, in conjunction with your line manager.
- Ensure that residents' rooms are always prepared and ready for letting and show arounds.
- Ensure, through agreed schedules of work, that infection control standards are achieved.
- Be aware of and ensure compliance with COSHH regulations and keep all required records.
- In conjunction with your line manager, discuss and agree any replacement equipment and machinery that is required.
- Regularly monitor the stock and condition of linen, bedding etc, and agree repairs and replacement with your line manager.
- Monitor the condition of residents' clothing and agree repairs and replacements with your line manager.

Management:

- Ensure that all staff under your supervision are aware of COSHH regulations and comply with these.



- Ensure that staff under your supervision wear the correct uniform and use the appropriate protective clothing, as required.
- Plan monthly rotas for your department, in conjunction with the manager's authorisation.
- Provide supervision and appraisals for your staff team and actively encourage their development.
- Promote good working relationships amongst all staff at the home.

General:

- Always follow the home's written policies and procedures.
- Maintain a safe and clean environment throughout the building, including the stairwells.
- Manage complaints regarding domestic/laundry issues in line with company policy.
- Promote the good name of the home both internally and externally.
- Attend staff meetings and training sessions, as required, for the better performance of your duties.
- Work weekly contacted hours, as mutually agreed with the registered manager, on a rota system, including some weekends and public holidays.
- Complete any mandatory training to ensure that you are competent to fulfil the responsibilities of your role.
- Facilitate in-house training, as agreed.
- Share information, where appropriate, with key partners, working to data protection and Caldecott principles.

Specific Qualifications/Skills/Attributes

- Previous supervisory experience within a housekeeping department
- The NVQ Level 3 Supervisor qualification would be beneficial
- Ability to take the initiative and make a difference to the quality of the residents' environment
- Strong oral and written communication skills
- Excellent organisational skills and attention to detail

This job description is not exhaustive and other duties may be required according to the needs of the home.