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| **Job Title:** | **Head Housekeeper** |
| **Reports To:** | **General Manager** |

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| **Job Summary:** | To oversee the housekeeping and laundry cleaning service in support of the hospitality services function, to ensure a high quality and comprehensive care service is delivered to residents. To operate in accordance with our Standard Operating Procedures |

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| **Role Responsibilities:** |
| * Carry out all cleaning duties, as per housekeeping job description
* Prepare orders for General Manager approval, for all cleaning materials with approved suppliers complying with procedures to maintain appropriate stock levels and control, ensuring good quality products are purchased within agreed budget limits.
* Review linen regularly to ensure replacements are ordered throughout the year as required.
* Prepare staff duty rotas, subject to General Managers approval.
* Monitor standards of work of the housekeeping and laundry team to maintain high standards of cleanliness are achieved at all times.
* Supervise and direct the work of the Housekeeping team, providing instruction and demonstration to new staff on cleaning tasks and materials.
* Complete regular supervision and appraisal of the housekeeping laundry team to support their own development.
* Ensure any clothing is washed according to the garment instructions and returned to the residents’ rooms, any clothing that is unmarked must be labelled
* Ensure that you follow the Standard Operating Procedures for both laundry and housekeeping
* Ensure that resident’s personal space and belongings are kept clean and well maintained
* Understand the cleaning requirements of different surfaces and coverings and the properties of cleaning materials to ensure that all areas are well presented and maintained in good condition
* Ensure that infection prevention control policies and procedures are followed at all times
* Practice and monitor safe systems of work across the range of tasks and in particularly moving and handling of loads, by assessing risk and having due regard for personal safety and the safety of residents, visitors and staff.
* Understand personal responsibilities in relation to the Health & Safety at Work Acts and fire safety and evacuation procedures and demonstrates a working knowledge of COSHH assessments applicable in own work area.
* Ensure all residents are treated with dignity and respect at all times
* Support any residents who may wish to undertake their own cleaning to be involved safely giving them a sense of purpose
* Contribute fully to team working,
* Take reasonable care of items of equipment used to carry out tasks, including general cleanliness and advising on any faults and the need for maintenance or replacement.
* Responsible for the safe and tidy storage of suppliers and equipment.
* Attend staff meetings and staff training sessions as required.
* Adhere to Home Policies and Procedures.

**This is not intended as an exhaustive description of duties and responsibilities and may be amended following consultation with the jobholder.** |

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| **Person Specification:** |
| **Experience**  | **Essential/Desirable**  | **Assessment**  |
| Experience of cleaning, and managing laundry in a public setting  | E | CV/Application form, Interview |
| Knowledge of Health and Safety, particularly Moving and Handling techniques, Fire Safety and COSHH assessments. | E | Interview  |
| **Knowledge/Skills & Abilities** |  |  |
| Have a positive attitude towards residents  | E | Interview |
| Demonstrate compassion and commitment to the delivery of high-quality housekeeping/laundry service to residents | E | Interview |
| Able to be adaptive and flexible to cover a range of responsibilities at short notice | E | Interview |
| Demonstrate the ability to lead, supervise and develop teams  | E | Interview |
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| Values – I am fully committed to being: * Caring
* Supportive
* Honest
* Respectful
* Accountable
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| Agreement: |
| **Employee Signature:** |  | **Date:** |  |
| **Manager Signature:**  |  | **Date:**  |  |