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| **Job Title:** | **Head of Housekeeping** |
| **Reports To:** | **Director of Resident Experience** |
| **Location:** | **National** |

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| **Job Summary:** | The role of Head of Housekeeping will be to oversee the Housekeeping & Laundry Department to ensure best practice and company policy & procedures are being adhered to. You will develop a consistent approach throughout the Avery Group, whilst improving baseline training & development for team members. Working with agreed suppliers, you will ensure we have the best products for the best results. |

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| **Role Responsibilities:** |
| * To work with the Director of Resident Experience to develop and implement a housekeeping & laundry strategy for the Avery Group. * To develop and work with suppliers to create a standard working practice for the Avery Group. * To oversee and be the first point of contact for all Avery Group homes laundry & housekeeping teams to provide help and support. * To work with suppliers to streamline APL to maintain consistency of product’s in Avery Group. * To monitor and ensure that all homes have completed and have available COSHH safety Data Sheets for all cleaning and laundry products where appropriate. * To develop, work with the compliance team to ensure our internal audit is fit for purpose for housekeeping & laundry. To work with the homes to follow up on key action plans arising from the audit to drive compliance and adherence to health & safety requirements. * To be responsible for delivering one Home visit per home per calendar year. * To conduct monthly back to the floor days working alongside the homes teams to ensure methods are being followed and fit for purpose. * Responsible for ensuring that written reports for every visit must be shared with the House Keeping, Laundry Team & Home Manager and Regional Manager and summary sheet for all visits provided at monthly reviews. * To support with the induction training for all new Head Housekeeper’s at home level to ensure that they are aware of deadlines which are in place to ensure the smooth running of their department. * To run quarterly Group Induction sessions in regional locations. * To be an ambassador of the Avery Group values and to reinforce and support the implementation of the behavioural change programme within all training delivered.   **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 working and managing in a similar role across multi sites | Essential | CV/Interview |
| Experience of successfully leading change management programmes. | Essential | CV/Interview |
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| **Knowledge/Skills & Abilities** |  |  |
| Ability to analyse results, draw conclusions and suggest new concepts to drive and improve performance | Essential | CV/Interview |
| Strong experience with understanding of IT and business process design | Essential | CV/Interview |
| Excellent communication and engagement skills | Essential | CV/Interview |
| Experience of delivering presentations to different audiences | Essential | CV/Interview |
| The ability to form strong relationships with key stakeholders and customers. | Essential | CV/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:** |  |