

Role Profile for Head Housekeeper

Job Title	Head Housekeeper
Reports to	Home Manager/Bursar
General scope of post	To lead the House Keeping Team. To ensure that the interior of the establishment, furniture, fitting and fixtures are clean, safe, tidy and maintained to the highest standards of cleanliness and hygiene.
Key Accountabilities	<ul style="list-style-type: none"> • Take the lead and assist the Home Manager to supervise a team of domestic staff to tidy, clean and polish the furniture, fitting and fabric of the establishment to specified standards and frequencies, including using electrical or mechanical aids. Take the lead in making suggestions for the improvements of the Domestic team working schedules. • Encourage and facilitate induction training for newly appointed Domestic and Laundry Assistants and provide information to the Home Manager for appraisal for those employees. • Take responsibility for the checking of all goods and supplies required by the Domestic team and report shortages and order requirements to the Home Manager. • Carry out elementary checks of equipment used by the Domestic team, and refer any defects which require attention to the Home Manager. • Attend appropriate training sessions and staff meetings as requested by the Home Manager. • Adhere to the Health and Safety Manual and be aware of emergency procedures and report hazards to the Home Manager. Respond to emergencies as appropriate. • Take the lead on Staff Roster for the Housekeeping Team • Undertake additional duties from time to time within the responsibility level of the post. • Be a key member of the Rostering Team and work in line with the Trust's roles and responsibilities matrix for rostering • Take responsibility for all elements of the rostering process to ensure adequate shift coverage and employees are paid correctly first time
Number of Direct Report	Direct Reports between 4-9
Financial Responsibility	Awareness of Stock and Budgeting control
Knowledge, skills & Abilities	<p>Must be able to demonstrate literacy and numeracy skills in the English language Willing to work towards Multi-Skilled Hospitality Services (or working towards) or equivalent Previous experience of working in a hospitality role as well as supervising a team</p>

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Person Specification

ESSENTIAL	DESIRABLE
<u>Qualifications</u> QCF Level 3 in Multi-Skilled Hospitality Services (or willing to work towards) Must be able to demonstrate literacy and numeracy skills	
<u>Experience</u> Housekeeping experience in a domiciliary or family setting Previous housekeeping experience within a residential home setting	
<u>General Aptitude</u> A liking for older people and the ability to relate to them in a sensitive manner Pride in housekeeping provision	
<u>Motivation</u> A positive attitude and commitment to high standards of housekeeping whilst respecting the individual wishes of residents in whose home he/she is working	
<u>Knowledge</u> Understanding of responsibilities under HSAW Act, COSHH, Infection Control, Essentials of Food Hygiene	
<u>Specific Skills</u> Ability to work on own initiative and prioritise work schedules Good communication skills	
<u>Interpersonal Skills</u> The ability to form positive relationships with colleagues	
<u>Team Skills</u> The ability to work as part of a team and to promote harmonious working relationships by recognising that everyone has a contribution to make	