



# Housekeeping Team Leader Kingswood Job Description



**Job Title: Housekeeping Team Leader**

Reports to: Housekeeping Manager

Location: Allocated Centre

Band:

Salary:

Department: Housekeeping

**Job Purpose**

Support the smooth running of the housekeeping department at the centre which will include line management of the domestic assistants including training and guidance, allocation of daily duties including staff rotas, overseeing and adherence to health and safety (COSHH) regulations, quality control of cleaning standards and budget control of the domestic department.

Deputise for the Housekeeper as and when required ensuring the department is smooth running and compliant to all operating procedures

To fully support and exemplify the overall company purpose and values of – *'Keep it Simple'; 'Know your Stuff'; 'Give it your all'; 'Make it Fun' and 'Own it'*

## Key role responsibilities and accountabilities

- First line supervision of housekeeping Assistants which will include dealing with performance management issues supported by the Housekeeper as required
- Within the Housekeeping Department delegated responsibility for all:
  - Quality Control
  - Health & Safety (COSHH)
  - Purchasing/budget control
  - Training
  - Staff rotas.
- Deal promptly and efficiently with any customer complaints
- Keeping the Housekeeper advised at all times with regards to the running of the domestic department
- Allocate, undertake and supervise cleaning tasks according to the work schedules.
- Check all equipment is clean, in good working order and stored properly.
- Observe and report on the need for repairs and maintenance of fabric, furniture and fittings.
- Ensure a safe environment is provided for all residents, staff and visitors.
- Check, issue and record cleaning stores and complete stock takes as required
- Ensure that records and reports are correctly written e.g. cleaning schedules, work sheets.
- Order cleaning products
- Attend regular meetings with Housekeeper/Centre Manager to discuss domestic services, changes in policy and procedures and any other business.

## Typical knowledge, skills and experience

- Proven experience of managing a team within the Housekeeping industry.
- Detailed knowledge of cleaning methods
- Proven experience of first line management
- Ability to build relationships with key customers
- Must be familiar with Health & Safety regulations, COSHH, and cleaning in line with British Institute of Cleaning Standards (BICS).
- Excellent organisational skills
- Excellent customer service skills
- Ability to work under pressure

## Behavioural competencies

### **Broad Thinker**

Evaluates the commercial and financial implications of decisions, considering the wider People and operational context. Shows evidence of clear analytical thinking. Evaluates the full implications of actions on other parts of the business. Thinks outside of the 'functional silo'. Stays up to date with customer trends, identifying opportunities and threats at an early stage.

### **Honesty and Transparency**

Asks for feedback from the Organisation on how to improve. Meets the needs of internal customers, by supporting and engaging when required. Takes personal responsibility for correcting problems and demonstrates good recovery from complaints. Gives open and honest feedback at all levels even when it's difficult. Meets and exceeds internal customer expectations. Is open honest and Transparent even when things go wrong.

**Innovative & Adaptive**

Challenges people to find ways of improving what is done. Asking those critical questions to challenge, 'How we do things'. Encourages and supports development of new processes and procedures. Works productively in a high pressure environment.

Welcomes change in a positive light, supporting their teams to embrace new ways of working.

**Leading & Collaborating**

Initiates action and provides others with clear direction. Challenges inappropriate or ineffective behaviour.

Works with subject experts to get the best possible solution. Takes responsibility for actions. Is self-confident and is seen as credible and a go to person by others. Welcomes new ideas and ensures everyone has a voice.

**Developing Performance**

Keeps own knowledge and skills up to date practicing continuing professional development. Delivers results through teams and people. Actively seeks to stretch capability and scope of responsibilities. Challenges and sets, 'Stretching' goals for their team, providing feedback on performance and behaviours. Addressing under performance at the first opportunity.

**Communicating**

Is sensitive to non-verbal cues, to other people's feelings and emotions, and responds with sensitivity. Communicates openly and freely with colleagues and teams to ensure that they can see the big picture. Successfully persuades and influences others.

Presents information in a way that engages and motivates the audience. Is self-aware and changes style to suit the relevant audience.

*This job description is not to be regarded as exclusive or exhaustive and does not form part of the roles contract terms. It is a summary of the Recruitment Coordinator function and responsibilities and, like all such documents, will be amended from time to time, in the light of the changing need of the Peoples Team. Prepared by The People Team December 2020.*