



NIGHTINGALE HOSPITAL
LONDON

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difference

Housekeeping Manager Job description

Job Title: Housekeeping Manager

Location: Nightingale Hospital, 11-19 Lisson Grove, Marylebone, London NW1 6SH

Department: Premises

Salary: Competitive

Working hours: 37.5 hours per week

Closing date: T.B.C

Please note that interviews may take place prior to the advert closing as and when suitable applications are received. If a suitable candidate is appointed the role may close early, therefore please do not hesitate to submit your application.

About us

Nightingale Hospital is the only private mental health hospital in Central London, with over 30 years' experience in delivering specialised, evidence-based treatments in outpatient, day patient and inpatient settings. Our dedicated team of specialists are committed to the diagnosis and treatment of all types of mental health conditions, including, eating disorders, addictions, obsessive compulsive disorders and body dysmorphia disorders. Conveniently located, we are a two-minute walk from Marylebone main line and Underground stations, and within a ten-minute walk of Baker Street and Edgware Road Underground stations.

We are owned by international medical group, Orpea delivering the full spectrum of psychiatric care, high quality care home and rehabilitation services across the globe.

About the role: Housekeeping Manager

The post holder must be a knowledgeable Housekeeper, preferably within a healthcare setting, with the ability to inspire and motivate the team to achieve very high standards throughout the hospital. Good leadership, organisation and communication skills are therefore essential.

Position in organisation

- Directly Reports to the Head of Estates
- Line Manages the Housekeeping Supervisor
Liaison at all levels with Senior Management, Staff, patients, and external contractors

Key tasks/Scope of the role

1. Main Duties
2. Communication
3. Quality
4. Training & Development
5. Health & Safety
6. Other

Duties and responsibilities

1. Main Duties

- To lead, manage and supervise the housekeeping team to ensure the hospital achieves the highest standards.

- To provide a high standard of cleaning within the hospital by maintaining an efficient, cost effective, clean and hygienic working environment.
 - To maintain standards as required in line Hospitals policies and procedures.
 - To prepare and maintain a 4 week rota, ensuring the Housekeeping team is adequately staffed at all times.
 - To instruct the Housekeeping team in their role and allocate duties as required.
 - To adhere to and maintain cleaning schedules for all rooms, patient areas, external areas and any other required assigned duties for the entire hospital.
- To maintain a high standard of hygiene within the hospital and adhere to COSSH guidelines.
 - To co-operate with requests from the Management team and residents wherever possible.
 - To co-ordinate with the Housekeeping Supervisor, the purchase, supply of materials, equipment and services through liaison and negotiation with approved suppliers and by ensuring the accurate reconciliation of goods and services against the invoice.
 - To identify and report damage, faults and other related issues to the maintenance department to ensure that environmental conditions continue to meet quality standards and statutory regulation.
 - To attend service user meetings when required.
 - Keep up to date database of audit results
 - Regular follow up on results of audits and create & implement action plans when areas for improvement are highlighted
 - Ensure complaints are dealt with in liaison with the Head of Estates
 - Respond to out of hours call outs as required

Line Management

- Directly Line Manage the Housekeeping Supervisor
- Oversee the Housekeeping team and facilitate recruitment of new team members when required
- Ensure the team is trained appropriately to carry out their role safely
- Oversee that team are completing required duties when required
- Liaise with the Head of Estates and highlight any performance issues
- Induct all new employees to the team including bank members and ensure all staff have an active appraisal
- Be responsible for checking and signing off overtime forms, annual leave and absences and updating Payroll on a weekly basis when required
- Be responsible for managing sickness concerns
- Ensure that disciplinary or grievance matters are dealt with in accordance with hospital policy
- Ensure regular team meetings take place

Quality & Communication

- Knowledge and understanding of Nightingale Hospital values
- Documentation must be presented in accordance with the guidelines of Nightingale Hospital Branding
- All tasks and requests relating to the service are completed in a timely and professional manner
- Strict confidentiality in all undertakings in relation to the position must be adhered to at all times
- To participate in any quality audits undertaken by the Hospital
- Maintain a high level of verbal and written communication within the scope of the position
- Polite and approachable manner when dealing with patients, families and colleagues
- External liaison with other professionals in relation to the position

Training and Development

- Responsibility for ensuring attendance at mandatory training provided by Nightingale Hospital, including Fire Safety, Health and Safety, Breakaway training and e-learning.
- Regular performance reviews with the Housekeeping team and annual appraisal
- Identification of any skill deficits which will require some training and support

Health and Safety

- Report any health and safety issues to the Head of Estates that impacts on the immediate work environment or patient areas
- Be aware of any health and safety policies and procedures relating to the job and use of equipment
- Be aware of the fire procedure relating to the area and carry the fire alarm key when on duty
- Ensure that the buildings, materials and equipment meet required standards

Other

- To recognise the importance of customer care and present a positive, courteous and helpful attitude when dealing with users of the Hospital's services.
- To undertake any other functions within capabilities as requested by your line manager or senior staff.
- To present a professional and efficient image at all times.
- To be responsible for reading, understanding and complying with all relevant policies and procedures.

This list is not to be regarded as exclusive or exhaustive as there may be other duties and requirements associated with the post which you may be called upon to perform from time to time. The range of duties is subject to modification in order to embrace changing service demands.

Company benefits

To reward the hard work of our fantastic colleagues, we offer an excellent benefits package as per the below:

- 25 days' holiday increasing up to 30 days for long service plus bank holidays
- Generous Company pension scheme with The People's Pension
- Generous Company sick pay
- Annual staff bonus (discretionary)
- Paid for DBS
- Death in service cover
- Travel loan scheme
- Subsidised staff meals
- Employee Assistance Programme
- Perkbox discount scheme
- Perkbox Medical (remote private GP service)

Requirements for all staff

Health and safety: It is the responsibility of all employees to work together to achieve a safe environment, and to take reasonable care of themselves and others. Of particular importance is reporting all potential risks, incidents and complaints. Specific individual responsibilities for health and safety will be outlined under key responsibilities for the post.

Equality and diversity: It is the responsibility of all employees to support the vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment. All employees have the right to be treated with dignity and respect at work, and the Hospital will do all it can to ensure this happens through the implementation of and compliance with Equality & Diversity Policies.

Confidentiality: In the course of your employment employees will have access to confidential information of a personal and/or clinical nature, including information relating to the hospital patients, employees and other parties. Such information must not be used for the employees' personal benefit, nor disclosed to other persons without consent of the party concerned unless required by law to do so. This applies both during and after the termination of employment. Any breach of confidentiality during employment may be regarded as serious misconduct and could lead to summary dismissal.

Performance appraisal and development: The hospital is committed to providing a high-quality service through the effective management and development of its employees. All employees should be dedicated to providing a quality service and Performance Appraisal is of assistance to both employees and managers in allowing comparison between the standards achieved with the standards expected. Appropriate measures can be agreed, and any deficiencies rectified through identification and delivery of personal development needs. In addition to the continuous cycle of performance management, of a formal and informal nature, all employees will receive a formal appraisal of their work, development needs and a review of their thoughts and aspirations on an annual basis.

Statutory and mandatory training: It is the responsibility of the individual employee to ensure that all required statutory and mandatory training is undertaken as necessary.

Safeguarding children and vulnerable adults: This is a regulated position and the post holder will be subject to an enhanced Disclosure & Barring Service check upon appointment, and every 5 years thereafter.

We are committed to safeguarding children, young people and vulnerable adults within our care. Employees are accountable to ensure that they know how to respond when they are concerned for the safety of a child, young person or vulnerable adult. We will support employees in this process by providing training, support and advice. The hospital has a safeguarding lead who can be contacted for guidance and can provide safeguarding supervision. The hospital works in partnership with key agencies to protect children, young people and vulnerable adults. For children, employees should be aware of their responsibilities detailed in the '4 Local Safeguarding Children Boards Child Protection Procedures' and for vulnerable adults in the Safeguarding Adults Policy.

Infection Prevention Control: The hospital has designated the prevention and control of infection and the full implantation of the Code of Practice (2008) as a core component in the organisations clinical governance, managing risk and patient safety programmes. All employees are expected to follow consistently high standards in the prevention and control of infection, especially with reference to hand hygiene, adherence to dress/uniform code and for clinical staff all procedures involving aseptic technique, be aware of and follow Infection Control guidelines and procedures relevant to their work, participate in mandatory training and annual updates. Protecting patients from infection is everyone's responsibility.

Rehabilitation of Offenders Act 1974: This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment but must be declared in writing at the appropriate stage during the recruitment process.

Data protection: As an employer, the hospital needs to keep information about all employees for purposes connected with their employment. The type of information held includes information for payroll purposes, references, contact names and addresses and records relating to employment.

These uses are covered by our notification with the Information Commissioners Office under the Data Protection Act 1998.

The information which is held will be for management and administrative use only, but the hospital may need to disclose some information we hold about employees to relevant third parties (e.g. Inland Revenue).

Records management and quality: Employees are legally responsible for all records that they gather, create or use as part of their work and they remain the property of the hospital. This includes patient, financial, personal and administrative records, whether paper based or on computers. All such records are considered public records and employees have a legal duty of confidence to all service users. Employees should consult the Records Management Policy and ask for guidance from their manager if they have any doubt about the correct management of records with which they work. All employees have a responsibility to ensure information quality standards are maintained.

Information security: Under the provisions of the Data Protection Act, it is the responsibility of each member of staff to ensure that all personal data relating to patients and members of staff, whether held in manual or electronic format, is kept secure at all times. Computer passwords must not be shared either between systems or users. E-mail messages, any files stored on the networks or on equipment and usage of the Internet, and computer systems, irrespective of whether these related to personal use. Access and usage of computers must be in accordance with hospital policies. Safe haven procedures are to be used for all electronic transfers of personal data. This is in order to protect patients and staff, and the hospital's reputation and to ensure that it complies with the law and other relevant guidelines.

Smoke-free policy: The hospital operates a Smoke-free policy, except in designated areas. This means that smoking is not permitted anywhere within owned or leased premises, including within grounds unless designated as a smoking area. In the interests of promoting responsible healthcare, all staff are to refrain from smoking when off-site in uniform or wearing an identifying badge in any public place. The policy also applies to all staff employed at any location they may work, whether within or external to the premises. The policy contains further details including support facilities.

COVID-19 update: At Nightingale Hospital we are committed to ensuring the safety of our staff and have taken various measures to allow everyone to continue to operate both effectively and efficiently, whilst still remaining safe. All procedures have been evaluated and retrospectively restrictions have been implemented in line with the Hospitals Infection Control Protocol and general government guidelines regarding virus transfer and social distancing during the pandemic. All work areas have been risk assessed and have been shared with respective departments. This has led to the implementation where necessary of Perspex screens between desks and the use of masks/visors in majority of places around the hospital.

Nightingale Hospital is an Equal Opportunities Employer and ensures equality of opportunity in recruitment, promotion, pay, benefits and training by adopting and following practices that are free from unfair or unlawful discrimination.

All appointments are subject to receipt of a satisfactory Disclosure & Barring Service (DBS) Certificate and pre-employment checks.