

Job Description

Job Title: Lead Housekeeper
Reports To: Hospitality Services Manager

Main Purpose of Job:

- To provide leadership to the housekeeping team to ensure excellent standards of cleanliness.

General Responsibilities

- Lead the team with a positive can do approach, addressing any identified performance concerns in a timely manner.
- Manage the housekeeping and laundry rosters to ensure correct allocation of resources within predetermined budget.
- Ensure housekeeping supplies and stock levels are managed effectively
- Undertake regular auditing of all areas and supporting the staff to develop and work through action plans as required.
- Ensure adherence to Health and Safety at work and COSHH regulations by all staff and work proactively to ensure compliance.
- Attend and actively participate in mutli- disciplinary meetings as required.

General

- To undertake such other duties as may be requested from time to time, consistent with the nature of the post, to ensure the overall smooth running of the department and the Home.
- Comply with the Charity's policy on Confidentiality/data protection and at all times ensure that matters relating to residents or staff are not discussed outside the home. Failure to comply is regarded as Gross Misconduct.
- At all times, promote the interests of Royal Star & Garter and ensure that the reputation, culture and ethos of Royal Star & Garter is maintained, nurtured and supported.
- Within the scope of your role, that you promote health and safety and comply with the Home's Health & Safety Policy, including moving and handling.
- To actively promote the concept of Equality of Opportunity.

- To promote and comply with the Home's security procedures.

Our values

With love – we carry out our work with love, showing that we genuinely care for residents.

Living positively – we are optimistic in everything we do and support residents in leading happy and fulfilled lives.

As a family – we work and live as one team, one family, one community.

Standing in their shoes – we show admiration and respect for our residents and never forget what they have done.

Care with courage – we are not afraid to do what's right and what is needed.

Person Specification

Essential

- Experience of leading a team
- Flexible approach
- Knowledge of COSHH and health and safety
- Team working skills
- Good attention to detail
- Time management skills
- Respectful of confidentiality

Desirable

- Previous experience of using Microsoft packages (Word/Excel)

The Charity reserves the right to update and amend this job description to ensure it accurately reflects the role. This will be agreed in consultation with the job holder and where possible the Charity would hope to achieve mutual agreement to any reasonable changes.