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| **Housekeeping Supervisor****Candidate briefing pack**  |
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Dear Candidate

Thank you for your interest in becoming our new Housekeeping Supervisor at The Children’s Trust.

The Children’s Trust is the UK’s leading charity for children with brain injury. We are unique, with an international reputation for the work we undertake to improve the lives of the children and families with whom we work. We provide information and support to thousands of children with brain injury and their families annually, through education, care, therapy and research. We provide expertise and experience in meeting the needs of children and young people with acquired brain injury, neuro-disabilities and complex health needs.

As Housekeeping Supervisor, you will be reporting to the Housekeeping Lead.  Your role will be to support the Housekeeping Lead in the provision of a high standard of housekeeping; accommodation and laundry service. You will supervise the House Services teams to ensure excellent levels of cleanliness that are consistent throughout the site.

You will be a natural and enthusiastic supervisor able to provide challenge and support to a high performing team.

This is a chance for an outstanding candidate to make a significant and lasting difference to the lives of thousands of children and families.

Kind regards

The Charity

The Children’s Trust is the UK’s leading charity for children with brain injury and complex health needs.

The charity provides rehabilitation, medical care, special education, community services and expert information.

Our key services are:

* Rehabilitation for children with Acquired Brain Injury (ABI)
* A residential non-maintained special school for children with Profound and Multiple Learning Difficulties (PMLD)
* Support for children with ABI and their families in the communities across the UK, through our Brain Injury Community Services.
* Online information and support via our publications and braininjuryhub.co.uk

Our residential services based at our national specialist centre in Tadworth, Surrey, work in partnership with the NHS and local authorities to provide a step-down pathway of care between hospital and home. The centre is entirely child and family focused to ensure that their needs are appropriately supported.

In the community, we provide clinical support to complement local services and give children and young people with ABI the best chance of succeeding at home and in school.

We are the only paediatric centre with a national specialised commissioning contract (through NHS England) to provide brain injury rehabilitation for children with severe brain injury. Our other services are funded through local health commissioners (such as clinical commissioning groups), social care and education authorities, together with the millions raised through voluntary fundraising.

Thanks to the generosity of The Children’s Trust’s supporters, our 24 acre Tadworth site features a modern hydrotherapy pool, accommodation for parents, specially adapted equipment, soft play areas and a wheelchair-accessible treehouse.

We run a non-maintained residential special school for children with PMLD. The Children’s Trust School supports children and young people from 3 to 19 years old and is dual-registered with
the Care Quality Commission (the school residential houses) and Ofsted.

The Children’s Trust is a charitable organisation with approximately 595 committed staff
and 560 volunteers with a range of expertise across nursing and care, education,
therapy, operations and centralised support functions such as finance, HR, fundraising
and communications. A number of these staff are based off site around the UK as
part of our community work or in our charity shop.

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Job Description

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| **Job Title** | Housekeeping Supervisor |
| **Reports to** | Housekeeping Lead |
| **Direct reports** | n/a |
| **Location**  | Based in Tadworth Court |
| **DBS** | Enhanced |

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Job Purpose

To support the Housekeeping Lead in the supervision of the provision of a high standard of housekeeping; accommodation and laundry service. To supervise House Services teams to ensure excellent levels of cleanliness that are consistent throughout the site. The role holder will supervise a team of Housekeepers and Laundry Operatives on shifts, keeping them motivated, providing appropriate resources and organising the daily routine in order to provide the site with the highest standard of housekeeping.

As part of the site services team the role holder will be expected to liaise with managers and staff across the Trust. The role holder is expected to work closely with the other members of the facilities team and assist in works as and when required to do so.


### Duties and Responsibilities

**Site wide general housekeeping service – Assist the Housekeeping Lead to ensure that the provision of housekeeping services is of an acceptable level and is consistent across site.**

* + Monitor and inspect buildings to ensure cleanliness and hygiene standards are met and maintained in each of the site buildings.
	+ To co-ordinate work schedules for Housekeepers
	+ Assist staff where required to complete work schedules
	+ To assist the Housekeeping Lead in ensuring that ordering and safe storage of cleaning materials and equipment is monitored and sufficient stock is maintained.
	+ To assist the Lead in delegating responsibility for communal areas on a daily basis and in initiating cleaning of carpets, curtains and high dusting on a rotating schedule.
	+ To ensure that the house services team reports to the Facilities Helpdesk any repairs required to fixtures and fittings as soon as possible.
	+ To inspect, fault find, escalate any repairs and/or services required whilst auditing housekeeping services
	+ Conduct routine housekeeping services/audits as outlined in the planned preventative maintenance (PPM) schedules and ensure any works are to agreed service levels
	+ Prioritise work to complete assignments in a timely manner
	+ Ensure that any works carried out conform to legislative requirements and British safety standards.

**Central Laundry Services**

* + Working with the Housekeeping Lead to ensure cleanliness and hygiene standards are met and maintained in the central laundry.
	+ To assist in the co-ordination of work schedules for Laundry Operatives
	+ To assist the Housekeeping Lead to ensure that the ordering and storing safely of laundry cleaning materials and equipment is monitored and sufficient stock is maintained.
	+ To ensure that the laundry operative team reports to the Facilities Helpdesk any repairs required to fixtures and fittings as soon as possible.
	+ To inspect, fault find, escalate any repairs and/or services required whilst auditing laundry services
	+ Assist in the monitoring of the processes within the central laundry to ensure that the central laundry is working to maximum efficiency, recommending changes to the Housekeeping Lead and where required communicating any changes to key stakeholders
	+ Conduct routine laundry services/audits as outlined in the planned preventive maintenance (PPM) schedules and ensure any works are to agreed service levels
	+ Assist the Housekeeping Lead in ensuring that the laundry areas are serviced and maintained regularly to ensure that the laundry operates at full capacity at all times.

**Staff Accommodation – In conjunction with the Housekeeping Lead ensure that the accommodation available on site is utilized effectively and efficiently**

* + To greet parents/staff regarding occupancy in accommodation on site.
	+ To assist the Housekeeping Lead in liaising with HR in regard to the provision of staff accommodation, ensuring the correct authorisation is in place for occupancy. Ensure the signing of a Licence to Occupy is completed by any new staff with the original forwarded to HR.
	+ To liaise with the Heads of House on a regular basis to discuss any problems which may be occurring.
	+ Ensure that a final check of all accommodation is carried out on a changeover day to ensure minimum standards have been met and guests are able to move in.
	+ Highlight any issues regarding tenant occupation to the Housekeeping Lead and in their absence to the relevant line manager and/or social worker (as appropriate).
	+ Assist the Housekeeping Lead in the monitoring of the accommodation processes to ensure that staff accommodation is provided and managed efficiently, recommending changes to the Site Services Manager and communicating any changes to key stakeholders

**Staff Training & Development – in conjunction with the Housekeeping Lead maintain a high standard of cleanliness through staff training and development and customer liaison.**

* + To participate in the orientation and training of Housekeepers and Laundry Operatives
	+ To support the individual members of the team in carrying out the duties outlined in their job descriptions.
	+ To hold team meetings with housekeeping and laundry staff ensuring key communications are cascaded down from line management
	+ To ensure team members attend mandatory training sessions.
	+ To develop self to improve personal performance within the department.
	+ To meet regularly with Housekeeping Lead to assess own development needs within the departmental plans and to agree objectives for personal development.
	+ Taking an active/hands on approach with the daily cleaning tasks

**General Administration – assist the Housekeeping Lead in the administration of the department**

* + To check and forward all overtime sheets for Housekeepers/Laundry Operatives.
	+ To check and forward all sick leave forms and certificates to HR Department – as per current processes.
	+ To assist the Housekeeping Lead in the preparation of all rotas ensuring full cover is maintained over the site.
	+ To assist the Housekeeping Lead in the scheduling and approval of annual leave requests from Housekeepers/Laundry Operatives
	+ To assist the Housekeeping Lead in the completion of the Residents List on a weekly basis for on forwarding to Finance Department.

**Health and Safety -** the role requires a significant degree of manual handling and working with house services/laundry equipment

* + To be responsible for your own health and safety.
	+ To encourage your team to take responsibility of their health and safety
	+ Co-operate with your manager and colleagues on health and safety matters.
	+ Do not interfere with anything that is provided to safeguard health and safety.
	+ To comply with the Trust’s Health and Safety Policy and Procedures and COSHH requirements
	+ Participate in risk assessments and audits as required and ensure that all works carried out are in compliance with assessments.
	+ To ensure manual handling procedures are adhered to and regularly reviewed.
	+ To attend all mandatory training sessions relevant to the role

**Limits of authority and problem solving**

* + No budgetary authority
	+ Able to prioritise own work load and work with minimal supervision

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Person Specification

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| **Selection Criteria** |
| **Education & Qualifications** | * GCSE English or equivalent - desirable
* GCSE Maths or equivalent desirable
* NVQ Level 2 in Housekeeping Services (or willingness to work towards)
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| **Experience** | * Previous experience in a housekeeping/cleaning supervisor role, ideally from a NHS/Schools or equivalent background
* Experience of supervising a housekeeping team in a similar environment
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| **Skills & Abilities** | * To be able to communicate effectively with line manager and all staff
* Good numerical awareness
* Good administrative skills
* Strong organisational skills
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| **Knowledge**  | * Knowledge of Health & Safety
* Knowledge of Infection Control within a house services environment
* To have a knowledge of Health and Safety requirements when handling and storing maintenance materials - Essential
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Safeguarding

The Children’s Trust is committed to safeguarding and promoting the welfare of children and young people. To achieve our commitment, we will ensure continuous development and improvement of robust safeguarding processes and procedures that promote a culture of safeguarding amongst our workforce.

The Children’s Trust has policies on safer recruitment, the recruitment of ex-offenders and criminal record checks, please refer to the Resource Team for further information.

Equality and Diversity

The Children’s Trust recognises the value of diversity and is committed to equality of opportunity. We expect staff to be treated with dignity and respect and solely on the basis of their merits, abilities and potential regardless of age, sex, sexual orientation, marital or civil partnership status, disability, race, nationality, ethnic origin, religion or belief as stated in the Equality Act 2010. We expect all staff to share this commitment and promote equality and diversity amongst their teams.



Values

Our ambition is to provide a professional service where the children and families are at the centre attention of what we do or us to be able to use this opportunity and to achieve this vision & ambition. We require all of our staff to be actively promoting and sharing our values that bring us closer to achieving our goal.

