

**Domestic Supervisor Job Description****Job Title:** DOMESTIC SUPERVISOR**Service:****Responsible to:** Hotel Services Manager**Brief description of the job:**

This job involves practical domestic duties and the additional role of supervising the work of other Domestic Assistants. Together these roles aim to ensure a well-motivated team who produce a clean, hygienic, safe and pleasant environment in which people can live and work.

**Key Result Areas:**

- 1 To attend for work reliably and punctually.
- 2 To attend any training as required and contribute positively to it.
- 3 To know where Hesley Group policies are kept and to be aware of and follow their contents.
- 4 To be observant and do everything possible to protect people who use our services and others from abuse of a physical, emotional, sexual, neglectful, financial or institutional nature. This includes the need to report any incident of this type you witness, hear about or suspect.
- 5 To ensure that all people who use our services and colleagues have equal opportunities, to acknowledge their individual differences and uphold their rights and responsibilities, including the right not to be discriminated against, as set out in law and by Hesley Group policies.
- 6 To ensure that the team of Domestic Assistants carry out all work at the appropriate times. This will be done by organising, with the Hotel Services Manager, a rota and work schedules, allocating tasks to cover all required duties and making sure individuals are clear about their tasks and have the necessary materials and training to do them.
- 7 To ensure all materials are used in an effective and economic way, dealing directly with inappropriate use or waste.
- 8 To clearly and promptly keep any records required.
- 9 To ensure adequate stocks of consumable materials are kept as agreed with the Hotel Services Manager. This includes ordering and distributing cleaning materials, reporting any discrepancies in stock levels.
- 10 To ensure all equipment and materials are used in a safe way, making sure that people who use our services do not get hold of harmful substances whilst you

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are using them. This responsibility includes ensuring that everything is stored securely in the correct place after use.

- 11 To develop positive working relationships. This involves ensuring that you work effectively with others and contribute to improving the work of the team of Domestic Assistants. You must be willing to give and receive constructive feedback aimed at developing the quality of relationships, motivation and team performance.
- 12 To contribute to good communication by (i) checking communication books, notice boards, diaries and your pigeon hole every time you are on duty to check for information you need to know; (ii) attending meetings as required and; (iii) making sure you inform other people of things that are likely to be useful to them in their jobs.
- 13 To manage the supervision and appraisal of Domestic Assistants. This will involve assessing their performance against set standards and giving feedback both informally and during regular meetings as set out in Group policy. This, along with helping individuals to identify and address their training needs, and providing on-the-job coaching is aimed at ensuring a high standard of work.
- 14 To carry out, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its objectives.

**Health & Safety**

- 15 To take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes contributing to a safe and secure environment for people who use our services.

This duty includes checking that any person entering Hesley Group property has a right to do so and their visit is recorded in accordance with Hesley Group procedures.

**The contribution you make by doing this job:**

By carrying out these responsibilities well, you will be helping to provide the best possible quality of care for the people who use our services. You will also be helping to create a pleasant working environment for the other people who work here.

**This organisation is committed to the protection and safeguarding of children and adults at risk, and promoting their welfare. The Hesley Group, therefore, expects all staff and volunteers to share this commitment.**

Prepared by Human Resources Department ..... Date: 13/10/14

Jobholder ..... Signed ..... Date: .....

Manager ..... Signed ..... Date: .....