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| Job Title:  | Domestic Manager | Location/Service: | Central Services |
| Department: | Estates  | Reports To: | Group Estates Manager |
| Responsible For: | Managing the Domestic sub department within the Estates and Facilities department.  | Budgetary Responsibility: | Cleaning Materials and Contracts |
| Level of DBS Check Required: | Enhanced | Expected Regulatory Responsibility: | Lead on COSSH and Infection Control. |
| Does the role require travel to multiple sites? | This is a Group role and travel is expected to all services. |
| Purpose: |
| This Group position is the lead person for ensuring we have clean and well maintained environments. They will be the lead for Infection Prevention & Control for the Estates & Facilities team and ensure cleaning plans and schedules are in place. They will order cleaning suppliers and equipment and ensure adequate stock levels at services. This job requires strong management people skills as the role involves managing the work of the site Domestic Supervisors and Operatives. This role is responsible for providing guidance to staff, hands on training and ensuring a well - motivated team to produce clean, hygienic, safe and pleasant environments, meeting infection control requirements in which people can live and work.The role is a Group position and travel to all sites will be expected. The role will be the lead on waste processes and contracts, as we aim to move to zero to land fill.  |
| **Key Role Responsibilities/Accountabilities:** |
| **Key Roles*** To work effectively as part of the management team and contribute to achieving business/service objectives.
* To actively develop & maintain good working relationships with:

staff and people supported, suppliers and trades, visitors and outside agencies* Ensure all parts of the services environment are clean, safe, welcoming and are sensitive to the needs of the individual.
* To ensure staffing levels are maintained & the effective deployment of staff across the services on a day-to-day basis focusing on the skills of individuals.
* To ensure compliance to mandatory training, alongside maintaining additional role specific training or development of staff.
* To be responsible for the training and mentoring of new Domestic Supervisors and Operatives, ensuring guidance on infection control and expected standards of work.
* To ensure that the team of Domestic Supervisors and Operatives carry out all work at the appropriate times. This will be done by organising 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.
* To plan, control and delegate periodic deep cleans of all areas in a rolling 12-month programme.
* To act as a Lead for Infection Prevention and Control within the Estates & Facilities team.
* To carry out & record audits on environments to check company standards and infection prevention and control measures are being maintained.
* To ensure all materials are used in an effective and economic way, dealing directly with inappropriate use or waste.
* Lead person for cleaning chemicals suppliers and products. Ensure COSHH product safety data sheets and risk assessments are reviewed regularly and issued to Services. Review products and suppliers regularly to ensure value for money and good service levels.
* To ensure all equipment and materials are used in a safe way by the team, making sure people who use our services are kept safe. This responsibility includes ensuring that everything is stored securely in the correct place after use.
* 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 Operatives. You must be willing to give and receive constructive feedback aimed at developing the quality of relationships, motivation and team performance.
* To ensure the team receive timely communication regarding H&S matters, change in policy updates via team meetings and notice boards.
* With the support of the Domestic Supervisors, to manage the supervision and appraisal of the Domestic team. 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 will also include the development of those individuals, along with helping to identify and address their training needs and providing on-the job coaching is aimed at ensuring a high standard of work.
* To carry out, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its objectives.

**General** * To maintain and develop up-to-date professional knowledge, skills and competence through training, reading and other such activities and to incorporate the same into practice.
* To observe and monitor standards of practice and to deal with unacceptable practice in line with Hesley Group policies and procedures. Report to your line manager, or other appropriate person, in the event of awareness of bad practice.
* To undertake such other duties and responsibilities reasonably consistent with the role as may be required from time to time by your line manager.

**Health & Safety*** 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.
* To manage the wellbeing of the team and signpost to areas of support provided by the company.

**The contribution of this role*** 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 organization 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

N.B. The post holder may be expected to undertake additional responsibilities that are reasonably required, appropriate to grade and capability. This job description will be regularly reviewed, involving the post holder, to ensure that it continues to reflect service priorities and developments. |
| Legal and Statutory Responsibilities for all Colleagues: |
| Safeguarding: All colleagues have a duty to maintain a basic level of understanding of safeguarding, signs of neglect or abuse and how to raise a safeguarding concern as outlined in the organisations Safeguarding and Whistleblowing policies. Health & Safety: All colleagues have a duty to take reasonable care for the health and safety of themselves and others. This includes contributing to a safe and secure environment for the people who use our services.Training Compliance: All colleagues are responsible for maintaining compliance with all mandatory training required for the specific job role they undertake or service they work in, any required qualifications and maintaining any required professional registrations to ensure professional skills and knowledge remain up to date. Information Governance: All colleagues have a duty to main the confidentiality and integrity of any sensitive or personal data that they access or use within their role. Diversity and Inclusion: All colleagues are expected to contribute to the development of an inclusive workplace and treat others with dignity and respect at all times. Line Management: Roles with line management responsibility are expected to ensure all direct reports, and teams they oversee, receive the appropriate levels of supervision and have an annual performance review and contribute to a culture of continuous improvement and development.  |
| Person Specification: |
| **Knowledge** * Essential - Knowledge of Health and Safety requirements in a cleaning environment including infection control
* Essential - Knowledge of records required to comply with COSHH

**Skills and Abilities** * Essential - Ability to manage own time and multiple tasks effectively, working autonomously and using own initiative.
* Essential - Ability to communicate effectively, including ability to complete reports manually and electronically
* Essential - Ability to maintain appropriate levels of confidentiality.
* Essential - Ability to work flexibly to meet the requirements of the role
* Essential - Ability to plan and chair meetings.

**Qualifications** * Essential - No criminal record including convictions, cautions, reprimands, bindings over or warnings which may be relevant to the safety and welfare of people who use our services or staff
* Essential – Full clean UK driving license
* Desirable - Level 4 Management Qualification
* Desirable - IOSH Managing Safely

**Experience** * Essential - Experience of implementing a safe system of working with tools, equipment and hazardous materials
* Essential - Experience in managing a Domestic team across multiple sites.
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| Our Values and Key Attributes: |
| All colleagues are expected to operate in line with our Values and Behaviour Framework at all times. The framework outlines our core values and the behaviours that we consider to uphold each of our values, as well as universal attributes we consider to underpin everything we do.Our ValuesA black and orange text  Description automatically generatedWe put the people we support, families and colleagues at the centre of all we do.A black background with blue text  Description automatically generatedWe recognise that quality comes from our commitment to best practice, improvement and learning; not just compliance.A blue circle with a white house in the middle  Description automatically generatedA pink and black sign with text  Description automatically generatedWe are passionate about improving lives and work together to enable the people we support to achieve their aspirations.We embrace a culture of trust and safety so that each of us can perform to our best and thrive.Universal AttributesA close-up of a logo  Description automatically generated Communication is a two-way street; as well as honesty, we actively listen so we can  understand the needs and views of others.A close-up of a logo  Description automatically generated Good collaboration between individuals strengthens the team as a whole, enabling  us to share ideas, encouraging others to adopt new skills, while learning from others  ourselves.A close up of a sign  Description automatically generated By taking a non-judgmental approach, we can demonstrate empathy and be seen  as approachable, while respecting the culture and opinions of our peers.A close up of a logo  Description automatically generated We are accountable for our own actions, and by sharing the lessons we learn in our  working lives, we do things better individually and more broadly as an organisation. |

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