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| Job Title:  | Domestic Supervisor | Location/Service: | CS |
| Department: | E&F | Reports To: | Domestic Manager |
| Responsible For: | Managing a team of Domestic Supervisors | Budgetary Responsibility: | None |
| Level of DBS Check Required: | Enhanced | Expected Regulatory Responsibility: | None |
| Does the role require travel to multiple sites? | Yes |
| Purpose: |
| This job involves practical domestic duties and the additional role of supervising the work of other Domestic Operatives. 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.This job requires strong people management skills as the role involves managing the work of a small team of Domestic 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.  |
| **Key Role Responsibilities/Accountabilities:** |
| * To attend for work reliably and punctually.
* To attend any training as required and contribute positively to it.
* To know where Hesley Group policies are kept and to be aware of and follow their contents.
* To ensure that the team of Domestic Assistants carry out all work at the appropriate times, following rotas and work schedules. Allocate tasks to cover all required duties and make sure individuals are clear about their tasks and have the necessary materials and training to do them.
* To ensure all cleaning chemicals and equipment are used and stored in a safe and effective way, dealing directly with inappropriate use or waste. Ensure that everything is stored securely in the correct place after use.
* To clearly and promptly keep any records required.
* To ensure adequate stocks of consumable materials are kept as agreed with the Domestic Manager. This includes ordering and distributing cleaning materials, reporting any discrepancies in stock levels.
* 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 contribute to good communication by (i) notice boards, emails, diaries (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.
* To manage the supervision and appraisal of Domestic Operatives. 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.
* 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** * 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.

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** * Knowledge of Health and Safety requirements in a cleaning environment
* Knowledge of principles of managing other staff
* Knowledge of records required to comply with COSHH

**Skills and Abilities*** Essential - Ability to work effectively in situations where several tasks need doing in a short timescale
* 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

**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 - Current, clean full UK driving licence
* Desirable – IOSH Managing Safely
* Desirable – Relevant Level 3 Supervisor Award

**Experience*** Desirable - Experience of implementing a safe system of working with tools, equipment and hazardous materials
* Essential - Experience of carrying out general cleaning tasks to a good standard in a professional setting.
* Desirable – Experience of leading a team.
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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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