



### Job Description

**Job Title:** Head Housekeeper

**Hours:** 37.5 hours per week

**Reporting to:** Front of House

**Base:** Care Home based

### Job Purpose

To be part of an inspirational and pioneering team establishing our care home business and delivering our vision to *“create a world where everyone feels special”*.

Responsible for: -	Person Specification
<ol style="list-style-type: none"> <li>1. Ensure that Team are trained, supervised, and appraised in conjunction with the Principle Care Homes policies.</li> <li>2. Support the Head of Hospitality by conducting stock control checks ensuring that the home does not stockpile or run short of products, impacting on resident services.</li> <li>3. Carry out regular equipment checks and preventive maintenance reporting to minimise replacement costs.</li> <li>4. Providing feedback to the Head of Hospitality on products and services used in the home.</li> <li>5. Working with your Head of Hospitality support the implementation of work schedules that are both efficient and can deliver the level of high standards expected throughout the home</li> <li>6. Working with the housekeeping team to adopt efficient work routines, ensuring that all areas of the home are cleaned to the highest standard through effective co-ordination</li> <li>7. Promote and monitor Health and Safety standards.</li> <li>8. Take corrective action to maintain a safer working environment as indicated in Health and Safety guidelines.</li> </ol>	<p><b>Skills and Knowledge</b></p> <ul style="list-style-type: none"> <li>• IT Literacy</li> <li>• Working knowledge of Health and Safety legislation</li> <li>• Awareness of waste disposal and infection control techniques</li> <li>• Appropriate experience and relevant qualifications</li> <li>• Experience in cleaning and housekeeping functions</li> <li>• Good negotiating skills</li> <li>• Awareness of COSHH and CQC regulations</li> <li>• Full clean driving licence</li> </ul> <p><b>Behaviour</b></p> <ul style="list-style-type: none"> <li>• Ability to organise and prioritise workload, and work under pressure.</li> <li>• Ability to communicate and manage interpersonal relationships, including influencing skills and managing change.</li> <li>• Energetic, passionate, proactive, flexible, and adaptable</li> <li>• Must be a leader, team player, self-starter,</li> </ul>

9. Support the Head of Hospitality with writing and reviewing risk assessments and conducting audits and compliance checks at the home

10. Have an excellent knowledge of the COSHH (Control of Substances Hazardous to Health) regulations and ensure that all staff are trained fully in this area to gain both understanding of and adherence to these regulations.

11. Have an awareness of waste disposal and the appropriate legislation surrounding it.

12. Ensure that the laundry service is efficient and carried out on time, with care of all materials and causing the minimum of disruption to residents.

13. Quality cleaning in all areas including:

- Resident rooms
- Carpets and curtains cleaned regularly throughout the year
- All public areas with the minimum of disruption to the residents or visitors

14. Undertake environmental audits in line with Care Quality Commission (CQC) environmental standards.

15. Comply with company rules, procedures, and standards.

16. Communicate complaints or matters of concern whether arising from residents, relatives, Team members or others to the Head of Hospitality

17. Initiate, lead or take part in ongoing investigations involving circumstances relating to residents or team members that work at the homes.

### **Health and Safety**

1. The post-holder will maintain their personal responsibilities under Health and Safety at Work Regulations, and compliance with the company Health and Safety Policy, ensuring safe working practices and the recommended storage of equipment, including but not exclusive to:

Control of Substances Hazardous to Health, Electricity at Work Lift & Lifting Equipment

Manual/Object Handling

Gas Installation & Use

Provision and Use of Work Equipment

Fire Precautions

Personal Protective Equipment

influencer, confident, communicative, decisive, and self-motivated.

- Reasonable access outside working hours in emergency situations

Legionella/Water Treatment  
Waste Management  
Reporting of Injuries, Diseases & Dangerous Occurrences  
Regulations.

2. Appraise and assess measures used to prevent infection control hazards, considering the individual nursing, social, physical, and psychological needs of the resident.

3. Follow and report all concerns and incidents in line with the company incident reporting and whistleblowing procedure, including safeguarding adult's procedures.

This job description is not prescriptive; it merely outlines the primary aims and tasks and responsibilities which may evolve and change over time. Any changes will be made in consultation with the job holder and in agreement with the Senior Management Team.