

JOB DESCRIPTION



Job title: Housekeeping Manager

Department: Housekeeping

Responsible to: Finance Director

Grade: SMH Band 3

Job Purpose

To manage the housekeeping team and to provide domestic cleaning, general linen service and catering support whilst maintaining the highest standard of hygiene and cleanliness at all times. As the supervisor of the team you will delegate tasks to the housekeepers whilst carrying out general housekeeping duties yourself ensuring that standards of the organisation are met.

You will actively engage with colleagues, patients, patient's families and carers, volunteers and visitors.

Flexibility towards working patterns is essential.

Main Duties and Responsibilities

Clinical

To manage the housekeeping team to ensure an efficient and effective service is being delivered.

To source quality housekeeping items, ensuring best value is obtained, and coordinate the ordering, keeping within the agreed budget.

Maintain and manage inventory of housekeeping supplies, coordinate and order replenishment stocks.

To identify potential hazards and risks and reporting them to the Head of Facilities and or Nurse in Charge.

Coordinate housekeeping training on standard operating procedures, safety policies and health & safety regulations including COSHH.

Understand, adhere to, and promote infection control practices and policies.

Assist, as necessary, to ensure the nutritional intake of a patient is maintained.

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Be responsible and accountable for a high standard of work for yourself and the other housekeepers.

Follow guidelines for safe systems at work and maintain a safe environment for colleagues, patients and visitors.

Participate in and contribute to service development, evaluation and changes.

Learning and Development

Positively commit to annual staff appraisals and regular performance / competencies reviews to ensure personal professional development.

Achieve Level 3 of the St. Michael's Hospice Core Job Competencies Framework for this role within appropriate timeframe.

Undertake all statutory and mandatory training, as required, and ensure your team's training is up to date.

Professional

Work to maintain the values, vision and aims of St. Michael's Hospice.

Practice and promote patient confidentiality at all times.

Practice safely, within hospice policies, procedures and guidelines.

Demonstrate efficient time management and flexible attitude to working patterns.

Work within the limits of your own competency and responsibility and refer areas that are outside of your competency to your line manager.

Be willing to work across departments to meet demands of service needs.

Treat everyone with respect and dignity.

Communication

Liaise regularly with line manager providing updates where necessary.

Communicate respectfully in an open, accurate, straightforward and confidential way with colleagues across the organisation.

Verbally alert the Ward Manager and/or the nurse in charge to any urgent or sensitive matters or escalate to the appropriate level, if appropriate.

Proactively share information to identify and reduce risk to patients and staff.

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Administrative tasks

To manage the monthly housekeeping staff rotas within iRota, ensuring accuracy by signing off the record at the end of the month adjusting for all planned and unplanned absence.

Manage holiday requests and sickness within iRota and arrange cover for absent staff. Ensuring all staff take their holiday throughout the year.

Ensure all staff members are subject to an annual appraisal with performance against objectives managed throughout the year.

General responsibilities

- Work to maintain the values, vision and aims of St. Michael's Hospice.
- Ensure all behaviour and actions are in line with the Hospice's Code of Conduct.
- Maintain reasonable care for your health, safety and welfare and that of other people who may be affected by your actions or missions. These responsibilities apply at all times whilst you are at work and apply to all hospice premises.
- Additional Duties – In discussion with the line manager to undertake work, as and when required, in support of St. Michael's Hospice as an organisation.
- Public Relations – To represent St. Michael's Hospice in the community and public domain, including social media, appropriately.
- This is an outline job description and may be subject to change, according to the needs of the service, in consultation with the post holder.

Reviewed by:	Georgina Grace Finance Director	Date:	11-09-2025
Signed by employee:		Date:	