



Job Title: Duty Housekeeper
 Department: Housekeeping
 Location: The McIndoe Centre
 Reporting Manager: Corporate Housekeeping Manager

<p>Job Summary</p>	<p>As a Duty Housekeeper, you will take the lead in ensuring the hospital maintains an exceptional standard of cleanliness, hygiene, and presentation. In this supervisory role, you will organise daily workloads, oversee a team of Housekeeping Assistants, and support the Housekeeping Manager in delivering a first-class service. This hands-on role is vital to the patient experience, helping ensure a safe and welcoming environment across all hospital areas.</p>
<p>Key Duties / Accountabilities</p>	<p>Operational and Supervisory Responsibilities:</p> <ul style="list-style-type: none"> ▪ Organise and oversee the day-to-day cleaning activities across patient rooms, public spaces, and clinical areas. ▪ Supervise Housekeeping Assistants, ensuring tasks are completed to high standards and in line with policies. ▪ Work hands-on alongside the team to lead by example and ensure coverage at peak times. ▪ Monitor and replenish cleaning materials, PPE, and linen stocks as required. ▪ Conduct regular room and facility checks as per housekeeping standards and patient discharge requirements. ▪ Escalate maintenance or safety issues to the Estates Department. <p>Leadership and Performance:</p> <ul style="list-style-type: none"> ▪ Motivate and support your team, providing guidance, resolving issues, and ensuring morale remains high. ▪ Act as first-line manager for Housekeeping Assistants. ▪ Address performance concerns promptly and effectively, while recognising and encouraging good performance. ▪ Deputise for the Housekeeping Manager during periods of absence. ▪ Handle initial complaints or special requests from patients and escalate where necessary.

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Key Duties | Accountabilities

Compliance and Quality Assurance:

- Monitor cleanliness standards through regular audits and ensure compliance with Infection Control, Health & Safety, and COSHH procedures.
- File and maintain cleaning schedules and audit documentation on a rolling three-month basis.
- Ensure domestic equipment is in safe working order and used correctly.

Staff Management:

- Conduct appraisals, return-to-work interviews, and absence reviews for Bank staff as required.
- Support recruitment processes and ensure thorough induction and training for new staff.
- Process leaver documentation and manage absence reporting in the Housekeeping Manager's absence.
- Enable staff access to complete mandatory training and compliance modules.

Other Requirements:

- Participate in a 1 in 4 weekend working rota and work at least 2 Bank Holidays per year.
- Annual leave must be coordinated to avoid overlap with the Housekeeping Manager's time off.
- Adhere to key handling and sign-in/out protocols.
- Act in such a manner as to satisfy public trust and confidence, to uphold and enhance the good standing and reputation of the perioperative professions and The Horder Centre.
- Ensure that your working ethic remains aligned to our core values as a group: Caring, Friendly, Quality, Integrity and Pride.



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About You	<p>Must-Haves:</p> <ul style="list-style-type: none"> ▪ A good standard of general education. ▪ Previous experience in housekeeping and team supervision. ▪ Excellent cleaning skills with a high attention to detail. ▪ Strong organisational and communication skills. ▪ A proactive, reliable, and customer-focused attitude. ▪ Ability to work both independently and as part of a team. ▪ Flexible approach to working hours, including weekends and bank holidays. <p>Nice-to-Haves:</p> <ul style="list-style-type: none"> ▪ NVQ/QCF Level 1/2 in Cleaning & Support Services. ▪ Experience working in healthcare or hospital environments. ▪ Understanding of Infection Control, Health & Safety, and COSHH regulations. ▪ Previous experience with public-facing roles. ▪ Proactive and forward thinking, with a passion for continued learning.
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Whilst this role brief outlines the main duties of your role identified at the date of issue, you may be required to carry out additional tasks as requested by senior colleagues.

Your role may be subject to amendments in the light of the changing needs of the business, and will be reviewed periodically, which we'll discuss with you first.

I have read this role brief and understand the contents of my day-to-day duties. I also understand that this role brief may change over time with the business needs of Horder Healthcare. I understand that the role brief will therefore be subject to periodic review.

Colleague name:

Colleague signature:.....

Date:.....

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The Health Act 2008

You will carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You will comply with national standards, policies, guidelines and procedures. For further information, please speak with our Infection Control Specialist.

For clinical colleagues with direct patient contact, this will include (but is not limited to):

- compliance with clinical procedures and protocols, including uniform and dress code.
- the use of personal protective equipment.
- safe procedures for using aseptic techniques.
- safe disposal of sharps.

Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Radar system.



Equal Opportunities

At Horder Healthcare, we are proud to champion and celebrate diversity, equity, inclusion and belonging in all areas of our business. We are committed to creating an environment of mutual respect where equal employment opportunities are available to all applicants without regard to protected characteristics by applicable law.



Safeguarding

You will be aware of the key issues in safeguarding children and vulnerable adults from significant and serious harm. Reporting safeguarding concerns to appropriate professionals and recording incidents accurately.



Confidentiality

You will make sure that no confidential information is disclosed about Horder Healthcare or its associated companies (including information about patients and colleagues) to any unauthorised person.