

# Join us at UHB



Building healthier lives

# Welcome from our Interim CEO

Jonathan Brotherton



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

**Kind:** the kindness that people show to each other every day

**Connected:** the connections we build with everyone around us

**Bold:** the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'J Brotherton', written in a cursive style.

Jonathan Brotherton  
Interim Chief Executive Officer

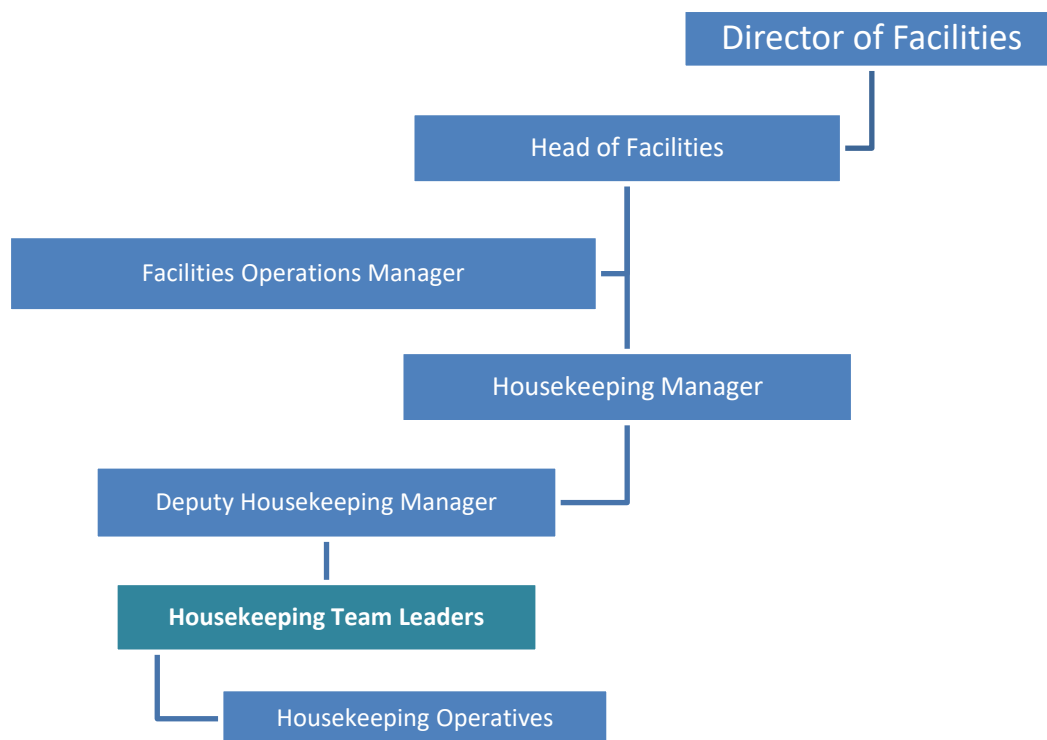
## JOB DESCRIPTION

<b>Job Title</b>	Bank Housekeeping Team Leader
<b>Department</b>	Housekeeping - Facilities
<b>Division</b>	Facilities
<b>Reports to</b>	Housekeeping Manager
<b>Professionally Responsible to</b>	Facilities Operations Manager

### JOB SUMMARY

The post holder is required to lead and supervise a large number of Housekeeping Assistants, under the supervision of the Housekeeping Manager, ensuring the environment is maintained to the highest possible standard. Responsible for delivering daily Housekeeping services including the daily allocation of work, monitoring standards of cleanliness, reporting of maintenance faults and ensuring all clinical and non-clinical areas are fit for purpose as outlined in the Cleaning Standards.

### TEAM/DEPARTMENT STRUCTURE CHART



### KEY WORKING RELATIONSHIPS

#### Internal:

Ward and Department Managers  
Infection Control  
Colleagues  
Clinical Site Team

#### External:

Patients  
Visitors  
External Organisations

### KEY RESPONSIBILITIES; MANAGEMENT , SUPERVISORY, TEACHING & TRAINING RESPONSIBILITIES

1. To allocate precise and clean instruction of work to be performed on a daily basis to all Housekeeping Assistants through the completion of duty allocation rosters; ensuring adequate staffing levels are provided to all areas of the Trust; making alterations as circumstances and priorities dictate. Obtain additional manpower to ensure department responsibilities are fully covered; informing department management of gaps in services likely to impact on standards.
2. To ensure all staff know their duties; particularly when allocated to unfamiliar areas where requirements may differ. Ensure staff have the sufficient skills, training and materials to complete required tasks to a high standard within their allocated time.
3. Manage and approve staff annual leave and other types of leave (e.g. carers leave, paternity leave, maternity leave etc.). In accordance with the Department's protocols and Trust policies.
4. To be visible on the 'shop floor'; monitoring departments and areas serviced by the Housekeeping Department; monitoring work ensuring cleaning tasks are undertaken and completed in line with the required standards.
5. To undertake a selection of areas as prioritise and carry out a formal monitoring of the service is being provided and record findings using a Quality Assurance System. In both cases ensure feedback of findings is reported to staff and colleagues; checking appropriate corrective actions are effectively taken.
6. To actively participate within the Department's management team; helping produce and deliver rectification plans where required.
7. Organise and participate in the carrying out and completion of specialist cleaning tasks such as stripping and re-applying emulsion floor polishes, carpet and upholstery shampooing, steam cleaning and sanitary descaling.
8. Ensure information on payroll systems is correct. Ensure staff are correctly recording attendance, absenteeism is recorded accurately and authorise salary payments. Book additional staff shifts prior to authorisation by managers.
9. Ensure all staff absences or attendance alterations are recorded accurately and, where appropriate, escalated to Human Resources to be allocated to an advisor.
10. Complete return to work interviews for staff returning from sick leave in accordance with the Trust Attendance Management Policy; discussing with rehabilitation back into the workplace and to support staff wellbeing.
11. Make recommendations of any further action required to manage sickness absence; escalating to Department Managers where required.
12. Undertake stage 1 sickness absence reviews; giving targets and confirming appropriate action to resolve poor attendance.
13. Manage staff where performance issues have been identified such as failure to comply with the dress code, attendance issues or failure to comply with infection control procedures. Monitoring, recommending and providing information as and when required at further stage review meetings.
14. Carry a bleep or radio to respond to all calls for the Housekeeping department and ensure that the Housekeeping 'Hot Line' is managed; ensuring all calls received and actions taken are accurately recorded.
15. Take appropriate action directing staff, whether Housekeeping, Deep Clean or Rapid Response Teams to undertake required duties or informing the department management when these request cannot be met.
16. Undertake, organise and coordinate with the Clinical Site Team the well-timed cleaning requests for vacated bed spaces; terminal cleaning of barrier bed spaces and infection out breaks.
17. Manage and control the stock of curtains to ensure availability for vacated and terminal cleaning of barrier bed spaces and infection out-breaks.
18. Ensure staff personal development needs are recorded; provide advice and information and feedback against progress where appropriate.
19. Undertake the training, including assessment of competency of staff, in the specific role and duties expected. Regularly review the ability and performance of staff to agreed standard and retrain as and



when appropriate.

20. Undertake the training of staff in department inductions, waste and health and safety training. Organise the attendance of staff to local and compulsory mandatory training sessions whilst maintaining up-to-date records of attendance.
21. Participate in interview selection panels for the recruitment of Housekeeping Assistants to provide judgements on the suitability of applicants.
22. Ensure that all staff receive regular updates from the Chief Executive's Team Brief; encouraging a good effective framework of management communications, response and participation from staff.

**QE Site Only: -**

- Organise and undertake the laundry of mops and cloths to pre agreed methods; ensuring all areas have access to all materials required to undertake the duties of the Housekeeping Services.
- Organise the ordering and issuing of stores to all areas of the Hospital, organising our undertaking the transport of items to offsite areas and to liaise and take delivery from suppliers of items to maintain stock levels.
- Check with staff the efficient function of all related machinery and equipment. Periodically check the safety and report and organise the repair of breakdown and maintenance defects.
- Deliver induction and health & safety training; ensuring all staff are made aware of the need to ensure their designated areas, their equipment and Trust property is left safe and secure and by regularly monitoring and checking of areas.

**The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.**

**TRUST POLICIES AND PROCEDURES**

The post-holder will be required to comply with all policies and procedures issued by and on behalf of University Hospitals Birmingham. In addition if the post-holder is required to work at other organisations premises they must adhere to the specific policies relating to the premises in which they work.

**CLINICAL GOVERNANCE & RISK ASSESSMENT**

The post-holder must be aware of and ensure compliance with the Trust's Clinical Governance systems and Risk Management systems.

**CONFIDENTIALITY**

Your attention is drawn to the confidential nature of information collected within the NHS. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information could result in a prosecution for an offence or action for civil damages under the Data Protection Act.

**DATA PROTECTION**

If required to do so, the post-holder will obtain, process and/or use information held on a computer in a fair and lawful way; and hold data only for the specified registered purposes and to use or disclose the data only to authorised persons or organisations.

**EQUAL OPPORTUNITIES AND DIVERSITY**

University Hospitals Birmingham is striving towards being an equal opportunities employer. No job applicant or member of staff will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet

the requirements of the job.

University Hospitals Birmingham the post-holder will have personal responsibility to ensure they do not discriminate, harass or bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

#### **HEALTH AND SAFETY**

The post-holder must make him/herself aware of the responsibilities placed on them by the Health and Safety at Work Act [1974] to ensure that the agreed safety procedures are carried out to maintain a safe environment for other members of staff and visitors.

The post-holder will have at all times a duty to conduct themselves and to undertake their work, in a safe manner, so not to endanger themselves and others around them. Clearly, the degree of such responsibilities carried out by a particular individual will depend on the nature and extent of his/her work. Should any individual feel concerned over the safety aspects of his/her work, it should be brought to the attention of his/her manager/supervisor and/or Trade Union Safety Representative.

The post-holder must adhere to the health and safety rules and procedures of the Trust. He/she has a legal duty to use safety devices and equipment provided.

All staff will receive a general introduction to health and safety at work as part of their induction. They will also be given advice on fire, security and lifting procedures.

#### **FLU PANDEMIC OR MAJOR INCIDENT**

In the event of a flu pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the hospital. Prior to undertaking any duties, the member of staff will have full training and induction. No member of staff will be asked to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

#### **NO SMOKING POLICY**

The Trust has a no smoking policy. Staff are only permitted to smoke in designated smoking shelters. Members of staff must not smoke inside any of the Trust's premises nor in any vehicle used on Trust Business. Members of staff must adhere to the Trust's Uniform Policy and therefore any uniforms must be covered whilst smoking.

#### **PUBLIC SERVICE USER AND CARER INVOLVEMENT**

Under Section 11 of the Health and Social Care Act we have a duty to involve patients and the public at all levels within the organisation. The post-holder will be required to recognise and value the benefits of listening and responding to patients and recognise that the patients experience is the catalyst for doing things differently to improve the way we deliver services.

#### **UNTOWARD INCIDENTS**

The post-holder must take responsibility for incident and near miss reporting and must ensure they adhere to all departmental policies and procedures.

#### **SAFEGUARDING**

The Trust is committed to safeguarding and promoting the welfare of the adults, young people and children who use the services. All staff have a responsibility to report any identified concerns of abuse or exploitation

through the appropriate route in line with the respective policies and procedures.

#### REVIEW OF THE ROLE

This job description will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the service and the organisation.

This role profile is designed to identify principal responsibilities. The post holder is required to be flexible in developing the role in accordance with changes within the Trust's management agenda and priorities. Although this is a list of the key responsibilities of the post it is expected that the post holder and manager will develop and define the detail of the work to be undertaken.

The Trust is committed to equal opportunities, providing opportunities for flexible working and is a no smoking organisation.

**\* Please delete the appropriate Equal Opportunities statement and Health and Safety statement dependent upon the level of the job description being compiled.**

Name of Post Holder: .....

Signature of Post Holder: ..... Date: .....

Name of Manager: .....

Post Title of Manager: .....

Signature of Manager..... Date: .....

#### TRUST VISION & VALUES

##### **DO NOT AMEND THIS SECTION**

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:

**Kind:** The kindness that people show to each other every day

**Connected:** The connections we build with everyone around us

**Bold:** The ability to be bold in how we think, speak and act

#### ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated: .....26/01/2023.....

## PERSON SPECIFICATION

<b>JOB TITLE: Bank Band 3 - Housekeeping Team Leader</b>	
<b>TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>• Basic Education to GCSE level – including Maths and English qualifications (E)</li> <li>• Trained or willingness to undertake training in a competence qualification in cleaning, infection control and / or support service by an awarding body, NVQ or equivalent. (E)</li> <li>• Heartlands, Solihull and Heartlands Hospital Only: -</li> <li>• Willingness to achieve Level 2 Cleaning qualification or equivalent (e.g. National Vocational Qualification NVQ or certificated British Institute of Cleaning Science qualification (BICs) (E)</li> <li>• Solihull and Heartlands Hospital Only : -</li> <li>• Certified in or a willingness to achieve Level 2 Supervising Food Safety in Catering (E)</li> </ul>	<ul style="list-style-type: none"> <li>• Certificate in First Line Supervisory Management or willingness to achieve Certification. (D)</li> </ul>
<b>EXPERIENCE &amp; KNOWLEDGE</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>• Knowledge of the NHS Cleaning Standards (E)</li> <li>• Knowledge of health and safety (E)</li> <li>• Knowledge of COSHH (E)</li> <li>• Knowledge of the NHS policies, health and safety, risk management and payroll (E)</li> </ul>	<ul style="list-style-type: none"> <li>• Formal Management Training (D)</li> <li>• Knowledge and understanding of equality and diversity issues (D)</li> </ul>
<b>SKILLS &amp; ABILITY</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>• Effective communicator (both written and verbal English) (E)</li> <li>• Effective engagement and influencing skills (E)</li> <li>• Effective listening skills (E)</li> <li>• Results orientated with good communication and interpersonal skills(E)</li> <li>• IT Literate (E)</li> <li>• Ability to deal with confidential, sensitive and distressing information (E)</li> <li>• Ability to work under pressure (E)</li> <li>• Knowledge of Health and Safety issues (E)</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>





<ul style="list-style-type: none"> <li>• Ability to prioritise workload and meet performance targets (E)</li> <li>• Ability to negotiate and influence people using tact and discretion (E)</li> <li>• Demonstrable experience using all types of cleaning equipment (E)</li> </ul>	
<b>OTHER SPECIFIC REQUIREMENT</b>	
<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>• Active Team Player (E)</li> <li>• Demonstrates sensitivity to the needs of individuals and groups (E)</li> <li>• Willingness to undertake occasional cleaning duties (E)</li> <li>• Able to manage stressful situations and make sound decisions (E)</li> <li>• Able to prioritise tasks and to manage conflicting demands on time and resources, to deliver objectives (E)</li> <li>• Ability to develop effective working relationships and demonstrate professional credibility with colleagues at all levels (E)</li> <li>• Self-Motivated and able to work on own initiative and work effectively as part of a team (E)</li> <li>• An ambassador for the Housekeeping Department; representing Facilities Management effectively and appropriately (E)</li> <li>• Able to assimilate sensitive and complex information (E)</li> <li>• Flexible and professional approach to work (E)</li> <li>• Reliable and good time keeper (E)</li> <li>• Must be hardworking, dedicated and an effective team worker (E)</li> <li>• Willingness to undertake further training (E)</li> <li>• Ability to work shift patterns (E)</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

