



## JOB DESCRIPTION

**Job Title:** Domestic Services Supervisor  
**Directorate:** Estates and Facilities  
**Base:** CMFT Trafford Division.

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## ORGANISATIONAL RELATIONSHIPS

**Managerially Accountable to:** Trafford Soft Services Manager

**Reports to:** Trafford Deputy Soft Services Manager

**Organisational Chart:** Estates & Facilities Directorate Structure (extract)



## Job Purpose

To oversee the day-to-day activity across all aspects of the Domestic Services provision of the Soft Facilities Management Department at the Trafford Division of CMFT, ensuring that the services are delivered according to agreed levels of service with particular attention to the allocation of existing staff and resources to ensure smooth running of the service.

To lead and co-ordinate the Domestic Services team at Trafford hospital and deliver a service through the Domestic Services team that meets the demands of the stakeholders and customers serviced by the Soft Facilities Management team based at the Trafford site.

To co-ordinate and liaise with equivalent Portering and Catering supervisors where necessary to provide an efficient and compliant overall Soft Facilities Management service.

## Main Duties and Responsibilities

1. To ensure the Trusts Infection Control Policy is adhered to at all times.
2. To ensure that the National Standards of Cleanliness in the NHS 2007 are adhered to.
3. To respond to the requirements and results of PLACE Inspections, CQC Audits and any other inspection or audit that the Trafford site may be subject to.

4. To ensure the Domestic Services team undertakes their duties in an efficient and safe manner.
5. Ensure that all staff are wearing the correct uniform and PPE when performing their duties.
6. To ensure that all staff are wearing their Trust identification badge at all times.
7. To ensure that all equipment and machinery used in the delivery of the Domestic services is safe to use and that staff are trained in the correct use of machinery and equipment.
8. To monitor the quality of Domestic Services to ensure they are being delivered in accordance with the agreed level of service, the Trusts Infection Control procedure and all other relevant and appropriate standards and frequencies.
9. To take corrective action up to and including verbal counselling of staff and report more serious concerns to the Trafford Deputy Soft Services Manager.
10. To deploy staff and resources efficiently in order to meet the agreed levels of service and to arrange staff rotas to ensure the services are adequately staffed
11. Manage and arrange appropriate levels of cover in the event of staff absence in order to meet the agreed levels of service and relevant standards.
12. Assist in local induction of new staff and provide instruction and practical training to Domestic Staff ensuring they meet the desired level of competency.
13. Complete all monitoring and quality control records, including customer satisfaction surveys.
14. Act as first point of contact for service queries and to take appropriate action in response to queries.
15. Assist the budget holder in the purchase of goods and services from suppliers, arranging secure storage and distribution. Ensure adequate supplies of Domestic consumables.
16. Maintain accurate records in respect of staff working hours, overtime and absence. Prepare time sheets and clock cards for submission to payroll.
17. Conduct return to work meetings following staff sickness absence.
18. Monitor compliance with health and safety requirements in the Domestic Services.
19. Ensure all staff have received mandatory training at the appropriate time and that this has been recorded using the appropriate format.
20. Conduct staff appraisals and record appropriately.
21. Assist the Trafford Deputy Soft Services Manager in the production of any reports concerning the Domestic Services.

22. Provide ad-hoc support in the supervision of other Soft FM services.

23. Perform any other duties that may be reasonably requested of the post holder subject to the correct level of competency being attained by the post holder.

## **General Requirements**

### **Job Description Detail**

1. This job description is an outline of the key tasks and responsibilities of the role and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services, as well as personal development needs of the post holder.
2. Where particular Directorates require the post holder to focus on specific issues and / or areas of concern, this will be discussed through the performance management process

### **Professional**

3. Undertake continuous development seeking opportunities to enhance skills. This can be identified via a personal development plan.
4. Keep abreast of innovations and developments in Domestic Services.

### **Appraisal**

5. The post holder will be appraised minimum annually, by the Trafford Deputy Soft Services Manager.

### **Infection Control**

6. Responsible for the implementation and monitoring of infection control in partnership with modern matrons and clinical directors.

### **Health and Safety**

7. The Trust has a statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. You equally have a responsibility to ensure that you do nothing to jeopardize the health and safety to either yourself or of anybody else.
8. The Trusts Health and Safety Policies outline your responsibilities regarding Health and Safety at Work. The post holder must not endanger themselves or others whilst at work.
9. Safe working practices and safety precautions must be adhered to. Protective clothing and equipment must be used at all times where and whenever appropriate.

## **Security**

10. Monitor and ensure compliance with NHS Security Management Standards, Standards for Better Healthcare and NHSLA for Security. The post holder has a responsibility to ensure the preservation of NHS property and resources.

## **Equal Opportunities**

11. The Trust encourages Equal Opportunities and operates an Equal Opportunities Policy. All individuals regardless of race, ethnicity and nationality, gender or disability are encouraged to apply for all posts.

## **Smoking Control Policy**

12. Staff are prohibited from smoking on Trust premises in line with the Trust Smoking Control Policy. Persistent contravention of this policy may be viewed as a disciplinary matter.

## **Accidents and Incidents**

13. All accidents and incidents must be reported to your senior manager and documented as per Trust Policy, including the reporting of potential hazards.

## **Confidentiality**

14. The post holder is required to maintain confidentiality at all times and in all aspects of their work.

## **Team Briefing**

15. The Trust operates a system of Team Briefing, which is based on the principles that people will be more committed to their work if they fully understand the reason behind what is happening in their organisation and how it is performing. It is expected that all employees will attend the monthly briefing sessions.

## Person Specification

**Post: Domestic Services Supervisor.  
Trafford Division, Corporate Services, Estates and Facilities Management**

Requirements	Essential	Desirable	Method of Assessment
<b>Qualifications</b>			
Educated up NVQ level 2 standard in literacy and numeracy	✓		Application form and interview
Willing and able to undertake continuing development up to a NVQ Level 3 qualification	✓		Application form and interview
A supervisory qualification.		✓	Certificates
A training qualification		✓	Certificates
<b>Knowledge and Experience</b>			
Responsible for day to day supervision or co-ordination of staff within a section/function of a department/service		✓	Application form and interview
Able to maintain high standards through working with others.	✓		
Able to complete quality control documentation accurately and to a schedule.		✓	
Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding	✓		
Providing advice, instruction or training to groups where the subject matter is straightforward	✓		
The ability to deal with complaints in line with Trust procedure.	✓		
Able to plan staff deployment, including managing rotas and allocating leave, ensuring continuous cover, within budget restraints.	✓		
Responsible for the safe use of	✓		

equipment other than equipment which they personally use. Responsible for maintaining stock control and/or security of stock			
Regularly responsible for providing training in own discipline/practical training or undertaking basic workplace assessments	✓		
Knowledge of basic Health and Safety Procedures	✓		
<b>Skills and Abilities</b>			
Computer skills		✓	Application form and interview
Able to stay calm under pressure, prioritising and working effectively.	✓		
Willing and able to continue personal development including undertaking training as required.	✓		
Flexible to the demands of the service.	✓		
Smart, professional appearance.	✓		
Numerate	✓		
Literate	✓		
Good interpersonal skills	✓		
Understanding of acute hospitals and healthcare environment		✓	
Knowledge of NHS procedures		✓	
<b>Personal Attributes</b>			
Self motivating and act on own initiative	✓		Application form and interview
Has a controls and results orientated perspective	✓		
Strong Character		✓	
Ability to influence others		✓	
Ability to build good working relationships	✓		
Able to work with high degree of flexibility and adaptability	✓		

Perform well under pressure with demonstrable coping skills	✓		
Good Organiser	✓		
Team player	✓		
Honesty	✓		
Problem solving approach	✓		