

JOB DESCRIPTION

JOB DETAILS	
Job Title	Assistant Domestic Services Manager
Reports to	Domestic Services Manager
Band	Band 4
Department/Directorate	Domestic Services/Estates and Facilities Management

JOB PURPOSE
The post holder is required to support the Domestic Services Manager to assist in the management of the Domestic Services and Catering services functions on a daily basis, for the provision and maintenance of and hygienic and clean environment for patients, staff and visitors to ensure that highest standards are met at all times in both clinical and non-clinical areas. Ensuring that adequate staffing levels are maintained in accordance with the agreed rotas and shift patterns, to maintain compliance with client requirements and the agreed delivery of service at all times. The post holder is expected to comply with Trust Infection Control Policies and always conduct themselves in such a manner as to minimise the risk of healthcare associated infection. They will actively participate in the provision of a high quality, cost effective service in order to comply with mandatory standards, including the National Specification for Cleanliness in the NHS (2021), Patient-Led Assessments of the Care Environment (PLACE) and the Healthcare Standards C21 and C4a. The post holder will be responsible for the daily operational Domestic Services management support on the North Devon site. The post holder will be required to work closely with Domestic Services Supervisors and Domestic Services Assistants along with other departments and support services, actively monitor quality standards, and ensure reported deficiencies have been rectified in a timely manner.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
- To assist the Domestic Services Manager on a daily basis on matters relating to the services offered by the Domestic Services and Catering Services Department at the Royal Devon University Hospital Foundation Trust to ensure that costs, quality, quantity and timings of these services are within the agreed standards. - To assist in ensuring a consistent approach to hospital cleanliness by ensuring a clean, welcoming environment thus contributing to the reduction of Hospital Acquired Infections and conforming to the <i>National Specification for Cleanliness in the NHS, (2016-2020)</i>. - To ensure that cleaning standards are achieved in accordance with the minimum frequencies of cleaning standards and that all services are monitored by the post holder and Domestic Supervisors on a daily, weekly and monthly basis using the designated auditing programme. - To assist the Domestic Services Manager with the daily operational management of Domestic Services and Catering Services on the North Devon site. - Overseeing the preparation, updating and continuity of all daily / weekly / monthly staffing rotas for Domestic and Catering Services, and Supervisory team and supporting them where necessary. - On a daily basis, manage the Domestic Supervisors to ensure that they undertake the duties required of them in order to provide our service users with a professional, reliable and proactive service. - Where appropriate, ensure that on a daily basis the Domestic Supervisors action, complete and return the relevant cleaning exception reports as issued by the Audit Team.

- Ensure that all Domestic Services staff observe the Trust Uniform and Dress Code Policy at all times whilst on duty, e.g. Trust Uniform and Dress Code Policy, Smoking Policy, Waste Management, meal break times etc., and taking the necessary action when policy is breached.
- Ensure all Domestic and Catering Services staff comply with Trust policies at all times whilst on duty.
- Ensure Catering services have ordered patients meals correctly each meal service via electronic tablet provided.
- Ensure Catering services deliver 7 beverage per day to all patients.
- Ensure Catering services get support with lunch and supper service especially checking nursing team have recorded all patients with an allergen correctly.
- Ensure Catering services record and weighed, unserved, over production and uneaten patient food waste in accordance to training.
- In accordance with PLACE requirements, ensure that the environment in all patient, public and high-profile areas is maintained in a clean and satisfactory condition at all times.
- To ensure that relevant Health and Safety and other legislation is adhered to at all times within the Domestic and Catering Services Department and that records are kept to demonstrate this. Investigating minor incidents / accidents in conjunction with the Risk Management department as required.
- Responsible for maintaining effective oversight of the stores function and staff, ensuring adequate Domestic and Catering supplies are managed, available and appropriately issued by the Stores staff. To assist with monitoring any Domestic Services contracts, (e.g. window cleaning and pest control) to ensure their performance complies with the contract specification terms and conditions particularly pertaining to Health and Safety. Relevant standards must be met and records must be kept to demonstrate this. Report any difficulties within this area to the Domestic Services Manager.
- To participate in the annual Patient Led Assessments of the Care Environment (PLACE) as required.
- To participate in planning and implementing future developments and projects within Domestic and Catering Services, and to undertake any projects for the Domestic Services Manager as requested.
- To ensure appropriate liaison with the NHS Property Services department to ensure that the fabric of buildings and all plant and equipment within the department is kept in accordance with relevant standards and regulations.
- To ensure that the Trust's Infection Control Policy are observed and maintained by all staff.

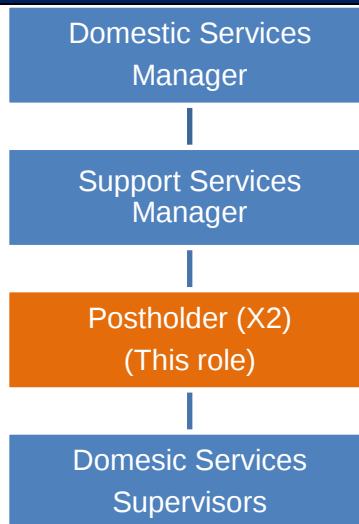
KEY WORKING RELATIONSHIPS

Areas of Responsibility: Domestic and Catering services at North Devon District Hospital

No. of Staff reporting to this role: (If applicable) 191

Internal to the Trust	External to the Trust
• Service Manager, Facilities • Domestic Services Manager • Assistant Domestic Services Manager • Domestic Supervisors • Patient Meals Operations Manager • Administration Team • Audit Team • Training and Audit Manager • Infection Prevention & Control Team • Nursing Staff • Ward Housekeepers • Domestic Assistants • Site Practitioner Team • Estates Staff • All Trust Staff	• Patients and Visitors • External Suppliers • EHO Representatives

ORGANISATIONAL CHART



FREEDOM TO ACT

- The ability to manage workload effectively acting within Trust and department guidelines.
- Inform the Domestic Services Manager if there are insufficient resources to control any risks to an acceptable level and to ensure that any risks are added to the risk register.
- Work flexibly when required, to ensure that agreed service levels are met.
- Established the most effective methodology to support service delivery.
- Assist the Domestic Services and Support Services Managers in establishing expected results and delivering an excellent service standard.

COMMUNICATION/RELATIONSHIP SKILLS

- Maintain effective communication links and develop working relationships with service users, external suppliers, colleagues and staff within area of responsibility to ensure the sharing of consistent, accurate and relevant information.
- Use the most appropriate form of interaction to communicate and receive routine and sensitive information that can be clearly and readily understood by all staff, including clinical and non-clinical colleagues, patients and users of the service.
- Use the most appropriate form of interaction to communicate and receive routine and sensitive information that can be clearly and readily understood by all staff, including clinical and non-clinical colleagues, patients and users of the service.
- To provide leadership and support to the Supervisors and staff across the sites to ensure an effective and efficient delivery of operational requirements.
- Coach, support and motivate all direct report employees in order to develop and improve their performance, to meet requirements and to ensure appropriate behavior and conduct in line with NHS and RDUH Trust Values. For example; Providing regular positive feedback to staff; Setting clear expectations and objectives; Encouraging staff to take ownership of their work; Supporting access to training.
- To encourage and support staff engagement in the delivery and development of the service, promoting active participation, feedback, and contribution to service improvement
- Manage and deal with service user enquiries and complaints by adopting a professional and courteous approach at all times utilising key verbal and written communication skills.
- To participate in meetings as and when required.
- To conduct Domestic Services staff meetings as appropriate and at the agreed frequencies, and assist in the production of agendas and minutes.
- Attend the daily Site Operational Meetings on behalf of the department, and provide appropriate support through clear communication, follow-up actions, and the dissemination of key information to relevant staff.
- To ensure appropriate liaison with the Estates Department to ensure the fabric, plant and equipment within the department is in accordance with relevant standards.
- To ensure appropriate liaison with nursing staff, the Site Practitioners and Infection Prevention & Control to ensure services are delivered in accordance with relevant standards.

- Have the ability to create a positive working environment to creating open communication for the free exchange of ideas and feedback.
- Have the ability to build relationships with internal and external parties and view problems and solutions from different perspectives.

ANALYTICAL/JUDGEMENTAL SKILLS

- Through the use of Health Roster, electronic staff resisters, and the daily oversight and review of the service staffing allocations, support the management of all operational aspects of the department at each Eastern site to ensure appropriate staffing, controls and systems are implemented and monitored, ensuring a high-quality service is provided.
- On an on-going basis, provide support to the reviewing the provision of services, to ensure a high quality and cost-effective service which meets the requirements of the Trust and other service users.
- To analyse and interpret information and operational situations to support informed decision-making and drive the efficient and effective delivery of services.
- To support the Domestic Services Manager in carrying out risk assessments, requiring analysis of a range of facts and situations, with the overall aim of ensuring the safety of staff, patients, and visitors affected by Facilities Services staff in the performance of their duties.
- To report on and escalate any problems that cannot be resolved on a day to day basis to the Domestic and Catering, Services and Support Services Managers.
- To monitor and audit pre-patient meal service HACCP checks, temperature probing and the recording of such data.
- To analyse and interpret information and situations to assist in the making of informed business decisions and ensure efficiency of the operation.

PLANNING/ORGANISATIONAL SKILLS

- To provide oversight, review and the allocating of staff to and support the effective planning of operational systems to ensure the Facilities Services workforce is flexible and efficient to meet the Trusts requirements e.g. staff rosters, work schedules, work instructions and procedures.
- To participate in planning future developments of the service.
- To effectively prioritise and manage own workload to ensure activities are completed within specified and agreed timescales.
- To take responsibility for issues at each of the sites ensuring that you report any issues which cannot be resolved to the Domestic Services Manager.
- In conjunction with the Domestic Services Manager, review all possible options for the future strategic development of the department, ensuring that any feasible and cost-effective development is discussed with all relevant staff for positive improvements to the services provided.
- To liaise with Zone Co-ordinators to ensure all staff mandatory training is completed as required.

PATIENT/CLIENT CARE

- To interact routinely with services users (patients, visitors and staff) to ensure that a customer focused service is provided that meets user and Trusts expectations.
- Ensure safe practice to minimise the risks to patients and staff in accordance with national and Trust policies.
- To ensure audits are undertaken on a regular basis and assist in audit activity, if and when required.

POLICY/SERVICE DEVELOPMENT

- Contribute to the development, review, updating, and implementation of departmental Policies and Procedures, ensuring they are effectively applied and maintained across the service. Contribution will include actively participating in consultations and working groups where required; providing practical, operational insight based on day-to-day service delivery; reviewing draft documents and suggesting improvements; supporting communication to staff; and monitoring compliance to ensure procedures are embedded and consistently followed.
- To ensure compliance with Trust policies, procedures, and relevant legislation across the department, including health and safety, infection control, data protection, confidentiality, and operational standards. To support the implementation of policy and procedural changes, maintain

accurate risk assessments and risk registers, and ensure staff awareness and adherence to current requirements through effective communication and supervision.

- To participate in the annual PLACE assessments across the sites, if and when required.
- To be aware of the need for utmost confidentiality at all times.
- Ensure safe practices are used in order to minimise the risks to patients and staff in accordance with National and Trust policies.
- Support the Domestic Services Manager with exploring and implementing where possible future industry innovation with a view to improving services.
- To work within Trust policies – including those for confidentiality, data protection, health and safety, fire protection and the annual appraisal process.
- To ensure that relevant Health and Safety and other legislation is adhered to at all times and that records are kept to demonstrate this.

FINANCIAL/PHYSICAL RESOURCES

- To support the Domestic Services Manager in managing and controlling all service operations, ensuring services run within agreed budgets and standards. Responsibilities include coordinating daily activities, monitoring performance, supporting purchasing (for example, monitoring stock and making recommendations of stock holding levels; supporting the trialing of new products) and resource use, maintaining records, supervising staff, and identifying and addressing any operational or financial issues.
- To support the head of department in the management of staffing costs, by monitoring of overtime, bank staff usage, sickness and annual leave, and to ensure a cost-effective service is provided. Responsibilities include maintaining accurate staffing records and reports; reviewing and authorising shift rotas and shift allocations in line with service demand; identifying trends and escalating risks; supporting staffing planning and recruitment to assist in the reduction on the reliance of temporary staffing; ensuring compliance with absence management processes; escalating to management any risks budget performance; and implementing actions to deliver efficiencies while maintaining safe staffing levels and service quality.
- To provide oversight to ensure an effective and accurate monthly staff payroll system through the effective use of the Health Roster function.
- To monitor use of supplies and ensure that this is done efficiently, and in a cost-effective manner in line with the needs of the service.
- To ensure that stock control at each site is managed effectively and efficiently.

HUMAN RESOURCES

- Provide day to day management of the Domestic Services staff.
- Acting in a support capacity to management in the review of staff absence management in line with Trust policies.
- Supporting management functions in the recruitment process, ensuring that resource and vacancies are maintained at optimum levels.
- To undertake both informal and initial stages of formal performance management for reporting staff in line with the Promoting Positive Work Environment Policy (Attendance).
- To undertake regular Personal Development Reviews (PDRs) for Supervisors and other reporting staff, ensuring the PDR process positively impacts staff performance within the service area and supports the identification of staff development needs and training.
- To ensure that Supervisors regularly monitor the skills and competencies of all staff on an ongoing basis.
- To ensure operational and HR policies and procedures are clearly understood by staff and effectively implemented through ongoing monitoring and review.
- To provide support in maintaining an Induction programme for all members of staff within the department using current methods of work contained within relevant procedures.
- Ensure that Healthroster is fully utilised and accurate for all team members.

INFORMATION RESOURCES

- To continually monitor the efficiency and effectiveness of services through the Trusts audit software management system and results.
- Ensure appropriate and effective risk management processes are in place.
- Ensure that MyCare is fully utilised to provide accurate information on requested cleans status.

- To ensure that staff records and communications associated with Supporting Health and Wellbeing (Attendance) at Work Policy are met and maintained, as and when required.
- To assist in the collation and preparation of information necessary for input into completion of Quality Care Commission (CQC) Standards, PLACE and the National Specification for Cleanliness in the NHS 2025.
- Use Microsoft computer programs on a weekly basis to develop, create and update reports and action trackers to support absence management.
- To accurately record and report findings, supporting the identification of risks, service improvements, and maintenance of high standards across the Domestic Services department.

RESEARCH AND DEVELOPMENT

- To complete audits and surveys in line with the agreed audit schedule, ensuring compliance with Trust standards and policies.
- Complete audits and surveys as and when required, and assist in the review of audit and survey results.

PHYSICAL SKILLS

- Use standard keyboards for computer work.

PHYSICAL EFFORT

- Frequent movement across the Trust site between departments as part of the role responsibilities.
- Assist in the movement of service equipment and provide support in the provision of services, if required.
- Occasional need to provide physical exertion required to perform critical tasks to meet operational needs.
- Occasionally handle equipment and potentially heavy loads, up to and including 10kg in cases of extreme resource shortages.
- Sit for prolonged periods of time.

MENTAL EFFORT

- Frequent concentration for dealing with queries, entry of data onto IT systems, and the provision of written communication (for example, communications relating to absence and meeting outcomes; updating absence monitoring spreadsheets; updating EPIC system).
- Assessment of potential hazards.
- Ability to prioritise response based on dynamic risk assessment.

EMOTIONAL EFFORT

- Occasional exposure to distressing or emotional circumstances, including staff attendance, performance issues, and challenging behaviour situations.
- Occasional ability to deal with emotional and distressing situations, when participating in staff attendance or performance issues.

WORKING CONDITIONS

- Occasional unpleasant working conditions, i.e. dirt, smells, inclement weather and extreme temperatures.
- Requirements to use VDU equipment on a daily basis.
- Potential exposure to clinically low-level hazards in ward environments.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Assistant Domestic Services Manager
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Requirements	Essential	Desirable
Qualification/Training NVQ L4 / diploma qualification or equivalent experience	E	
Knowledge/Skills - Ability to enthuse, motivate and involve individuals and understand performance expectations - Ability to influence and negotiate across a broad range of staff as appropriate - Excellent communication skills both written and verbal with ability to communicate with staff at all levels - Have the ability to create a positive working environment to create open communications for the free exchange of ideas and feedback. - Have the ability to build relationships with internal and external parties and view problems and solutions from different perspectives. - Ability to effectively performance manage staff - Ability to manage own time and meet deadlines - Ability to use own initiative & make decisions affecting the operational service of the department - Analytical skills and ability to problem solve - Proven excellent planning and organisational skills - IT skills including the use of Microsoft Office products i,e Word and Excel - Knowledge of Risk Management systems - Understanding of budgetary management - Knowledge of legislation and procedures affecting the operation of services Knowledge and understanding of COSHH and Food Safety - Good understanding of Health and Safety - Knowledge of Infection Control Policies and Procedures - Basic knowledge of stock control – ordering and issue - Basic knowledge of Quality Control/Monitoring systems	E E E E E E E E E E	D D D D D D D D D D
Experience - Proven experience of managing staff - Previous NHS experience - Experience of dealing with challenging behavior - Previous experience of managing, or providing day-to-day operational management support within a large and busy operational service. - Previous experience of cleaning services within a large organisation - Proven Customer Care experience	E E E E	D D D
Personal attributes A focus on delivering high quality patient care as part of a large organisation.	E	

• Excellent interpersonal and communications skills. • Ability to prioritise effectively and manage deadlines • Ability to work on own initiative and also as part of a team • Commitment to continual professional development • Remain focused in challenging situations • Awareness of diversity and equality issues. • Able to work as a team member. • Flexibility with working times to include earlier starts, later finishes and weekends if/when required • Strong Team Leader with ability to work within a multi-disciplinary team • Professional in conduct and attitude • Dynamic, self-motivated and positive attitude	E E E E E E E E E E	
Other Requirements • Flexible in the requirements of the role • The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g. isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)		Y			
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				Y
Heavy manual handling up to 10kg	Y		Y		
Driving	N				
Food handling	Y	Y			
Night working	N				
Electrical work	N				
Physical Effort	Y		Y		
Mental Effort	Y				Y
Emotional Effort	Y	Y			
Working in isolation	N				
Challenging behaviour	Y	Y			