# Work Environment

OCS works in partnership with the East London NHS Foundation Trust delivering facilities management services. Vacancy advertised is to work within Forensic Units, The John Howard Centre and Wolfson House

**The John Howard Centre** is a medium secure unit that provides specialist forensic psychiatric services.

The John Howard Centre consists of eight male inpatient wards, a female inpatient ward, and a specialist secure ward for men with learning disabilities. Patients are admitted to forensic services from acute mental health services where specialist support is indicated, courts, prisons and by instruction from the Ministry of Justice.

**Wolfson House** is a male-only facility that provides a low secure setting and is focused on rehabilitation and preparing service users to be discharged home or into a residential accommodation.

Patients are admitted to forensic services from acute mental health services where specialist support is indicated, courts, prisons and by instruction from the Ministry of Justice.

# Role Specification

## Section 1 – Job Description

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| 1.1 | Job Details | |
| Job Title | | Cleaning Supervisor |
| Business Unit/Division | | Healthcare and Education |
| Location | | East London NHS Foundation Trust (ELFT) |
| Responsible to | | Senior Facilities Manager |

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| 1.2 | Introduction and overall purpose of the role | | | |
| Responsible for the operations of the Cleaning Team and Catering Team and all soft services, delivering excellent Customer Service by ensuring all requests from users within the ELFT are executed in a timely, accurate and professional manner all within the agreed service level requirements. Being data driven to better identify operational failures. Using data to ensure a higher quality of service. To support the Facilities Manager to develop and evolve policies, systems, and protocols to maximise the utilisation of the physical resources across the site. These duties may be carried out in patient and non-patient environments. | | | | |
| 1.3 | Main Duties & Responsibilities of the Role | | | |
|  | Provide leadership, direction, and delegation to staff. Promote and share best practice. | | | |
|  | Ensure flexible, suitable, and safe manning levels are maintained across all shifts to ensure service meets its contractual requirement. | | | |
|  | Develop good working practices and relationships to support staff. To include engagement, motivation, discipline, safety, and general welfare of the staff under their supervision. | | | |
|  | Provide initial line of escalation for customers and staff for all services related queries. | | | |
|  | Collate and coordinate the information required for Soft Services Team Leaders, ensure the information is provided in a timely manner. | | | |
|  | Producing a month end service report for Senior Facilities Manager, based on the data gathered and analysed throughout the month | | | |
|  | Effectively supervise, train, motivate, discipline and ensure the safety and general welfare of staff in accordance with OCS policies, procedures and training plan. | | | |
|  | Enthusiastically support, actively promote, and demonstrate superior Customer Service in accordance with the department and company standards. | | | |
|  | Be responsible and accountable for overall day to day operations of the OCS team. | | | |
|  | Support the recruitment with the sign on process and DBS checks, management, and development of staff to meet all contractual requirements, Key Performance Indicators and Service Parameters. | | | |
|  | Manage and complete the staff allocations | | | |
|  | Take responsibility for development and maintenance of expectations related to all people management as well as the onsite process including absence (e.g., return to work interviews and absence reviews meetings), time keeping, retention, productivity, quality of work, uniform and appearance standards, behaviour & attitude. | | | |
|  | Ensure that all comments/complaints are fully investigated, and findings reported to the Facilities Management team in a timely manner. | | | |
|  | Attend training or meetings required by your line manager. | | | |
|  | Undertake Note Taking and Investigations to support the Service Managers. | | | |
|  | Manage the Health, Safety and Welfare of the OCS team across sites. | | | |
|  | Develop and maintain effective working relationships with the Trust and colleagues, adhering to all current policies. | | | |
|  | Ensure the effective delivery of cleaning service withing a designated area. Complying with agreed work schedules and using appropriate methods of work, ensuring any service level agreement and quality standards are met in line with the Company and Trust policies | | | |
|  | Attend meetings with OCS, Trust and Project Co as required, implement any actions and/or suggest improvements to working practices. | | | |
|  | Cover or support all OCS business activities as requested by your line manager. | | | |
|  | Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff training and development. | | | |
|  | Carry out any other reasonable duties as required to ensure the business needs are met. | | | |
|  | Utilise the auditing system in order to monitor and generate data reports. | | | |
|  | Use the generated data to manage team performance, ensuring the KPIs set by the Management are met. | | | |
|  | Provide leadership, direction, and delegation to staff under their supervision. Co-ordinate the Cleaning service and other services ensuring contractual specifications are met. | | | |
|  | Manage and validate staff performance via carrying out site walks on wards/departments based on the feedback given. | | | |
|  | Work alongside HR & Training Manager to ensure any changes or developments which will enhance the staff development are met. Ensure the mandatory training is completed in a timely manner. | | | |
|  | To lead your team to support our TRUE Values. | | | |
|  | Manage the annual leave process for all OCS staff. | | | |
|  | Participate in any communication activities through formal and informal channels on safety matters to ensure that there is a free flow of ideas. | | | |
|  | Lead and ensure all staff trainings and refresher trainings, toolbox talks, any other trainings required by your line manager. | | | |
| * To | To recruit, train, develop and motivate staff | | | |
|  | Any other duties requested by the manager | | | |
| 1.4 | Scope of the Role | | | |
|  | Geographic area of responsibility: | | | ELFT |
|  | Turnover: | | | N/A |
|  | Total number of employees: | | | N/A |
|  | Expenditure authorisation level: | | | N/A |
| 1.5 | | Health & Safety accountabilities | | |
|  | | Communicate regularly with colleagues through formal and informal channels on safety matters to ensure that there is a free flow of ideas and that morale remains high. | | |
|  | | Ensure that the OCS safety image is reflected positively through your actions and those of your colleagues. | | |
|  | | Ensure that personal H&S competence and skill level is maintained i.e. attended Managing Safety programme and other Company safety events. | | |
|  | | Take responsibility for ensuring that plant and equipment is maintained and fit for purpose. | | |
|  | | Ensure that work activities are properly managed and supervised. | | |
| 1.6 | | | Critical Performance Measures (CPMs) / Objectives | |
|  | | | Completion of all audits required within specific time frames | |
|  | | | Completion of all welfare checks required | |
|  | | | All areas meeting the required standards of the specification | |
|  | | | Escalation of issues to Facilities Manager in a timely manner | |
|  | | | All team members trained and competent to complete daily duties | |
|  | | | All H&S, employee relations, new starters, sickness, RTW, welfare meetings, leavers and training paperwork completed correctly and in a timely manner | |
|  | | | Meeting deadlines | |
|  | | | Responsible for the OCS vehicle and all paperwork completed as requested by the business organisation | |

# Role Specification

## Section 2 – Person Specification

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| 2.1 | Educational Level | | | |
| * GCSE level grade C and above | | | | |
| 2.2 | Experience –previous experience –desirable/essential for technical competence of the role | | | |
| * Managerial experience in a team of 25 people or over * Excellent PC skills with full Microsoft office knowledge * Budgeting knowledge * Proven experience of improving team performance * Cleaning experience with knowledge of infection control in a hospital environment | | | | |
| 2.3 | | Core Skills | Rating (\*) | Assessment Tool |
|  | | Focusing on the Customer |  | 111 |
|  | | Achieving Results |  |  |
|  | | Problem Solving |  |  |
|  | | Team Working |  |  |
|  | | Communicating & influencing |  |  |
|  | | Developing People |  |  |
|  | | Accounting Knowledge |  |  |

(\*) Ratings from 1 to 5. Where “1” indicates that the core skill is not relevant to the role and “5” indicates a core skill which is fundamental to the role

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| 2.4 | Other Details |  | |
| Drivers Licence required | | Full Clean |  |
| Flexible Working | |  |  |
| *If yes, please specify: During incidents the analyst role may be required to work out of core office hours to support OCS recovery.* | |
| Other | |  | |

# Role Specification

## Section 3 – Acceptance of role

REVISIONS:

The Company reserves the right to alter these responsibilities and you will be advised of any change through the normal method of communications.

***AGREEMENT:***

I confirm that I have read and agreed with the responsibilities specified within Section 1: Description of the role.

*Signature Date*

*(Individual Job Holder)*

*Signature Date*

*(Line Manager)*