

JOB DESCRIPTION

Job Title	Housekeeper
Department	Outpatients
Line Manager	Head of Outpatients
Location	Fortius Clinic, Fortius City Clinic
Contract type	Permanent – 37.5 hours a week
Salary	£20,000 plus benefits

Purpose of Job

The housekeeper is responsible for ensuring that the centre is always clean and tidy throughout the day, and that staff and patient hospitality is well provisioned and efficiently managed. Emphasis will be on the quality of service, a discrete and courteous service that is expected of all Fortius staff.

Dimensions

Responsible for all areas of the Fortius Clinic i.e. the consulting rooms, reception and public facilities. The facility will be professionally cleaned every evening however the housekeeper will be responsible for maintaining this high level of cleanliness and tidiness throughout the day. Healthcare assistants, clinical and reception staff will also assist in maintaining tidiness levels, but it is the housekeeper's responsibility to oversee and ensure a high-quality service.

Principal Accountabilities

- Keep all areas (excluding sterile areas) of the clinic clean and tidy, this could include washing up, loading and unloading the dishwasher, dusting and polishing, emptying bins and sweeping/vacuuming as necessary
- Ensuring that housekeeping consumables such as tea, coffee, toilet paper, hand soap dishwashing products and are well stocked and managed
- Offering and assisting visitors with refreshments Monitoring and refreshing all hygiene facilities ensuring that they are tidy clean and well provisioned
- Help and ensure the safety and wellbeing of visitors and staff within the clinic
- Observe and report and issues with health and safety or maintenance problems to facilities team
- work with and co-manage the cleaning contractors on Site
- Play a key role in the Fire and health and safety aspect of the building

You will also have a relationship with the materials manager and the housekeeping teams in the other Fortius facilities.

Knowledge and Experience

You should have at least 1 years' experience of housekeeping preferably dealing with the public in a clinical or hospitality setting. You should be comfortable, confident and clear in your communication with

a wide variety of stakeholders including visitors, patients, consultants, wards and theatre staff as well as colleagues and suppliers to the clinic.

Qualifications/ Skills/ Experience	Essential	Desirable
Fluent communicator in both written and spoken English	X	
Well organised and methodical	X	
Numerate, aware of the cost and longevity of consumables and managing them efficiently	X	
Discrete, able to work quietly and maintain the confidentiality of patients and visitors.	X	
Observant able to spot faults, spills and general disorder and swift rectify them.	X	
Flexible, happy to deal with spills or dirt when they occur	X	
Strong team player	X	
Meticulous attention to detail	X	
Friendly and confident manner	X	

Values

All Fortius staff are expected to display and aspire to the Fortius Values.

Making it Happen

Be proactive in reviewing the current service, making recommendations and implementing changes to continuously improve the patient journey

Stronger Together

Work in partnership with the multi –disciplinary team to challenge and influence clinical and managerial decision making

Personalised Service

Deliver a patient centred specialist nursing service for patients admitted to the ward, provide patients with information regarding their care and treatment

This job description is intended as a guide to the general scope of duties and is not intended to be definitive or restrictive. It is expected that some of the duties will change over time and this description will be subject to review.