

JOB DESCRIPTION & PERSON SPECIFICATION

Mary Ann Evans Hospice
Eliot Way, Nuneaton, Warwickshire, CV10 7QL

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Job Title: Housekeeper, Hospice Facilities Team

Responsible to: Facilities Team Lead

Accountable to: Quality Governance Manager/Lead for Estates and Facilities

Hours: 12.5 hours – over 5 days (Mornings)

Salary: £12.21

Developed: Mandy Davies, Quality Governance Lead/Lead for Estates and Facilities

Mary Ann: Our Values

The Hospice is committed to ensuring a healthy work-life balance for staff given the nature of the environment and care services provided. The Hospice, its staff and volunteers are all committed to ensuring "Our Values" stay at the centre of its ethos.

<i>Compassionate</i>	<i>Trustworthy</i>	<i>Respectful</i>	<i>Inspirational</i>	<i>Sustainable</i>
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Job Summary: To ensure all areas of the Hospice buildings are maintained in a clean, safe, and efficient manner, contributing to a welcoming and hygienic environment for patients, families, staff, and visitors.

Key Working Relationships:

Facilities Team Lead

Quality Governance Manager/Lead for Estates and Facilities

Facilities Team

Volunteers

Patients, families, and clients using onsite services.

Hospice staff across clinical, business and retail departments.

Main Tasks & Responsibilities:

1. Clean all designated areas of the Hospice, including corridors, stairways, fixtures, and fittings, in accordance with an allocated rota.
2. Adapt cleaning routines flexibly to meet the changing needs of the service.
3. Use approved materials and chemicals provided by the Hospice, ensuring full compliance with COSHH, Health & Safety, and Infection Control regulations.
4. Participate in deep cleaning programmes, which may take place outside standard working hours.
5. Operate cleaning equipment safely and responsibly, ensuring it is cleaned and stored appropriately after use.
6. Report any defects, hazards, or concerns promptly to the Facilities Team Lead.
7. Foster positive working relationships across all Hospice departments.
8. Uphold the standards outlined in our Cleanliness Charter: Our Commitment to Cleanliness.

Education, Professional Development & Training

- Complete all mandatory training as required by the organisation.
- Attend relevant courses and study days to maintain and enhance professional competence.
- Demonstrate ongoing personal and professional development.
- Participate in meetings and training sessions as appropriate to the role.

Standard Requirements of all Mary Ann Staff:

- Be flexible and responsive to the needs of your team and department.
- Maintain strict confidentiality and adhere to data protection policies.
- Follow all security procedures and comply with Health & Safety, Hospice Policies, and COSHH regulations.
- Observe the Hospice's no-smoking policy while on duty and on the premises.
- Use Hospice resources responsibly and efficiently.
- Be willing to work outside normal hours occasionally to attend meetings, events, or activities.
- Understand and embody Mary Ann's vision, mission, values, and strategic aims.
- Travel within Warwickshire as required, using personal or public transport (expenses reimbursed per policy).
- Build effective and collaborative relationships with staff and volunteers.
- Participate in annual and quarterly performance appraisals, including job description reviews and objective setting.
- Ensure timely completion of all statutory and mandatory training relevant to your role.
- Take part in audits and surveys related to your responsibilities.
- Adhere to professional standards of uniform and business dress when representing Mary Ann.
- Accept temporary redeployment within the organisation if required to support Hospice goals.

Probation Period

All new employees will be subject to a six-month probationary period. During this time, performance, conduct, and suitability for the role will be assessed. The probation period allows both the employee and Mary Ann Evans Hospice to ensure the role is a good fit. Regular reviews will be held, and successful completion will be confirmed in writing. The probation may be extended if necessary, in line with organisational policy.

This job description is intended to be the main guide to the principal duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible, or prescriptive document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of the hospice.

Signed Employee:

Date:

Signed Line Manager:

Date:

Person Specification:

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Literacy & numeracy skills 	<ul style="list-style-type: none"> Vocational qualification or equivalent NVQ if appropriate
Experience and Knowledge	<ul style="list-style-type: none"> General all-round practical housekeeping knowledge Knowledge of Healthcare Cleanliness Standards Knowledge of Infection Control principles 	<ul style="list-style-type: none"> Basic IT skills Record keeping Awareness of current Health & Safety legislation and requirements Experience in a health or social care setting Awareness of the British Institute of Cleaning Science: Colour Coding System.
Personal Qualities	<ul style="list-style-type: none"> Self-motivated, positive, and passionate Adaptability and flexibility Ability to communicate well and get on with staff, volunteers, service users and contractors. Positive can-do attitude Strong customer service focus Ability to lift and carry items as deemed suitable for this post. Good attendance and punctuality 	
Other Requirements	<ul style="list-style-type: none"> Willingness to attend and assist at functions and fundraising events. Able to work flexible or additional hours on occasions. To be a non-smoker whilst on duty 	