

Head Housekeeper

Job description and person specification

Your role

As a Head Housekeeper, you'll use your attention to detail and leadership skills to ensure our home is clean, inviting and welcoming for everyone who lives, works and visits there.

You'll play a huge role in making *every day better* for adults living with complex needs.

The people we support are individuals – and we embrace that – so every day will be different.

That said, there are key things you'll be responsible for.

**Your role is likely
to include:**



Ensuring high standards of cleanliness and hygiene

Our homes aren't just workplaces, they're people's homes, and they should always feel clean, comfortable, and well cared for.

As Head Housekeeper, you'll lead by example to make sure high standards of cleanliness and hygiene are maintained throughout the home.

You'll oversee daily and weekly cleaning routines, supporting the team to keep all areas - bedrooms, lounges, bathrooms, kitchens, and offices - clean, tidy, and welcoming. This includes tasks such as dusting, mopping, vacuuming, and waste removal, making sure everything is completed to a high standard.

You'll ensure all equipment and cleaning products are used safely and in line with guidance, and that health and safety practices are followed at all times. You may also support with laundry where needed, helping to make sure everything is clean, fresh, and ready for use.

Ensuring compliance with health and safety regulations

Keeping our homes safe is just as important as keeping them clean.

You'll take the lead in making sure safe working practices are followed and that the environment remains secure for the people we support and your colleagues.

You'll ensure the correct use of Personal Protective Equipment (PPE), including gloves and aprons, and that all chemicals and equipment are

stored safely in line with health and safety and CoSHH guidance. You'll also oversee standards across the team, making sure processes are followed consistently.

You'll regularly check the condition of the home and equipment, reporting any repairs, breakages, hazards, or concerns quickly so they can be resolved. Supporting infection prevention and control will also be a key part of your role, helping to protect everyone in the home by following the right guidance and leading by example.

Managing a team

As Head Housekeeper, you'll lead the Domestic and Laundry teams to make sure the home is clean, safe, and well organised every day.

The role involves motivating and supporting colleagues to follow the right standards, policies, and procedures, helping the team work consistently and confidently.

Responsibility for ordering housekeeping supplies sits within this role, ensuring stock is managed within budget while the team has everything they need. You'll also support with induction, training, and supervision to help colleagues develop in their roles and maintain safe working practices.

The smooth running of the department is supported by keeping documentation up to date and maintaining effective systems, particularly within the laundry area for managing clothing and linen.

Working closely with the wider leadership team is also key.

General responsibilities

Your main responsibilities will be to:

- maintain the positive reputation of the home
- make positive contributions to quality and best practice measures/processes
- demonstrating a positive and proactive attitude toward developing new digital knowledge and skills, embracing innovative technologies
- ensure that people's and the home's property is safe at all times, reporting any lost property
- build great relationships with families, friends and visitors, sharing compliments and escalating concerns when required
- report all compliments, feedback and complaints
- comply with company policies and procedures
- undertake appropriate learning and development
- share and model the company values and expected behaviours
- act in accordance with workplace legislation and requirements including health and safety, data protection and equality and diversity
- participate in the supervision process
- maintaining an awareness of your own wellbeing by recognising its importance, taking proactive steps to support and improve it, and effectively managing it
- participate in all employee engagement activities including team meetings as required and the annual colleague survey.

This job description may be reviewed. You also might need to carry out other appropriate duties as reasonably required.

Who you are

Just like the people we support, every member of our team is different and offers something new. Yet, there are some characteristics you'll need to be a great Head Housekeeper.

You'll be the kind of person who:

- is a great leader, able to motivate a team
- has outstanding housekeeping skills
- has a keen eye for detail, able to spot areas for improvement
- has great writing skills, able to complete documentation
- is passionate about keeping people's home clean and tidy
- respects people's choices and preferences, and is able to maintain professional boundaries
- is friendly and welcoming, with great customer service skills
- is able to work to deadlines
- treats people with dignity and respect
- understands what safeguarding is and how you support people to keep safe
- recognises care homes can be challenging environments
- thinks on their feet and remains focused and calm in difficult situations.

Our values – and yours

The values we hold tell you what it's like to work at Exemplar Health Care. It's important every team member makes them part of everything they do.

To be a successful Head Housekeeper, you'll need to show us you share our values:



Each of these values is crucial.

Yet no matter your role, we expect you to make life fun for our people and your colleagues.

To understand more about what fun means to us and how we make it happen, take a look at what we're up to on our [Facebook page](#).

Your qualifications and training

It's great if you have a good standard of education, such as a GCSE in English and maths. But you don't need to have a qualification or have taken specific training to be a Head Housekeeper with Exemplar Health Care.

Ideally, you'll have experience of working in a similar role with supervisory experience.

Induction

Our welcome induction covers everything, from mandatory and statutory training to the things you need to know about the home you'll be part of.

You'll have training in key areas such as moving and handling, safeguarding, person-centred care, and infection prevention and control. Our Behaviour Support Team will also provide Exemplar Positive Behaviour Support training.

After that, you'll do a role-specific induction in your home, with the support of a buddy.

Ongoing learning

You'll have regular supervisions and performance development reviews with your manager.

Together, we'll celebrate your achievements, address any issues, and look at your progress and career aspirations.

You'll be given plenty of opportunities to learn more and advance your career, if you wish.

We ask that you:

- attend and complete your induction
- take part in all planned training we offer, both eLearning and face-to-face
- continue to learn on the job, especially during your first few months with us
- go to your supervisions and performance development reviews when your manager invites you
- commit to learning and keep your skills and knowledge up to date.

Who we are

At Exemplar Health Care, we provide nursing care for adults living with a range of complex needs arising from dementia, neuro-disabilities (including brain injuries and Huntington's disease), mental health conditions and physical disabilities.

We also have a number of registered services to support people with a learning disability.

Exemplar Health Care has more than 50 care homes across the UK, where the people we support, their needs and their stories are all different.

Yet in all of our homes, one thing remains the same: our Head Housekeepers empower people to maximise their independence and live life to the fullest.



Our mission

To make *every day better* for the people we support, and our colleagues.



Our vision

That adults living with complex needs can access outstanding care and support, in a community-based home that's close to their family and friends and focused on their personal goals and outcomes.

Person specification

– Head Housekeeper

	Essential	Desirable	How assessed
Qualifications			
Good general education		Y	Certificates
Personal qualities and behaviours			
Demonstrates the Exemplar Health Care values	Y		Application, interview
Flexible	Y		Interview
Motivated with a can-do attitude	Y		Interview
Willing to learn and develop	Y		Application, interview
Approachable	Y		Interview
Your skills			
Verbal and written communication skills	Y		Application, interview
Great team player	Y		Application, interview
Attention to detail	Y		Application, interview
Ability to inspire and motivate a team	Y		Interview
Great leadership skills	Y		Interview

	Essential	Desirable	How assessed
Able to build trust and rapport with people	Y		Interview
Time management and organisational skills	Y		Interview
Job specific skills and knowledge			
Experience in a similar role or working environment	Y		Application, interview
Experience in a supervisory role	Y		Application, interview

If your application is successful, you'll be required to follow our data protection, health and safety, and safeguarding policies. Full training will be provided.

Health and safety

As an employee of Exemplar Health Care, you have a duty under the Health and Safety at Work etc. Act 1974 to:

- take reasonable care of your own health and safety and that of all other persons who may be affected by your acts or omissions at work
- co-operate with your employer to ensure compliance with health and safety legislation, policies and procedures
- observe and follow all health and safety rules, regulations and codes of practice
- recognise the rights of the people we support to take risks to promote their own recovery
- not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety or welfare, in pursuance of any of the relevant statutory provisions
- report all accidents, dangerous occurrences, incidents and hazards in line with company policy
- respect confidentiality relating to information gained through employment with the organisation and ensure information is not disclosed to any unauthorised person/agency.

Safeguarding

Exemplar Health Care is committed to safeguarding all children and vulnerable adults, and expects all colleagues and volunteers to share this commitment.

As an Exemplar Health Care employee, you have a duty to protect our residents and colleagues from any form of abuse or neglect.

When delivering care and support, colleagues are required to comply with the requirements of legislation relating to care in the UK, including the Care Act 2014, the Mental Capacity Act 2005 and the Deprivation of Liberty Safeguards (DoLS).

You'll learn more about safeguarding in your induction, but it might be helpful to do some research before you start working with us.

To comply with Exemplar Health Care's safeguarding children policy and abuse and safeguarding policy, all colleagues (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults.

This requires you to:

- familiarise yourself, and comply with, local child protection procedures and protocols for promoting and safeguarding the welfare of children and young people
- familiarise yourself, and comply with, local multi-agency safeguarding vulnerable adults plans and procedures
- familiarise yourself, and comply with, protocols and systems for information sharing

- know how to report safeguarding concerns
- participate in required training and supervision
- comply with required professional boundaries and codes of conduct.

You'll learn more about safeguarding during your induction and will be shown all relevant policies and procedures.

Data protection

At all times, you must respect the confidentiality of information in line with the requirements of the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018.

This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisations as instructed.

You'll learn more about data protection, as relevant to your role, during your induction.