

**Household Services Manager - Grade VI  
 Job Specification & Terms and Conditions**

<b>Job Title and Grade</b>	Household Services Manager, Grade VI
<b>Closing Date</b>	31st July 2024 at 3pm
<b>Campaign Name</b>	C09 HSM 2024
<b>Location of Post</b>	Oberstown Children Detention Campus
<b>Salary</b>	The salary for this post ranges from €55,093 to €67,308 per annum.
<b>Working Hours</b>	35 hours gross per week
<b>Reporting Relationship</b>	The position of Household Services Manager will lead the delivery and implementation of the organisations household services and functions to the highest standard. The position of Household Services Manager will work with and be accountable to the Deputy Director or his/her delegate.
<b>Purpose of the Post</b>	<p>The purpose of this role is to provide the highest standards of household management on the Oberstown Campus for the Young People in our care and our colleagues on campus. This leadership role is responsible for managing the Household Team in Oberstown. This involves managing the household functions including fulfilling the statutory and regulatory functions. The role also involves carrying out other appropriate tasks delegated by the Deputy Director, the Director or a delegated authority.</p> <p>The Household Services Management Structure is responsible for a campus wide service which ensures the highest standards of cleanliness are provided throughout the campus. Ensuring that campus policies and procedures in all aspects of hygiene are adhered to. You will be responsible for planning, directing, organising and managing the household services team and their work throughout the campus. You will also be responsible for the supervision, deployment, rostering and recording attendance of the household staff.</p>
<b>Principal Duties and Responsibilities</b>	<ul style="list-style-type: none"> <li>• Develops relevant policies, procedures, processes and schedules.</li> <li>• Plan and schedule deep cleaning in accordance with defined schedules and as requested by management.</li> <li>• Monitor and report on the quality of services delivered, identify opportunities for improvement and initiate measures to accomplish same.</li> <li>• Assist with establishment, maintenance and review of procedures, systems and record, to maximise the efficiency of household services.</li> <li>• Inspect all cleaning equipment and appliances on a regular basis. Assist in the selection and utilisation of appropriate materials and mechanical equipment and arrange for its care and maintenance in line with Health and Safety, HIQA and legislative requirements.</li> <li>• Promote a professional image, establish and maintain standards and work procedures for cleaning staff in accordance with established national and campus policies.</li> <li>• Prepare, authorise and submit appropriate documentation including invoices to the finance office in a timely manner.</li> <li>• Management and control of requisitioning and custody of stock outside main supplies on a computer based system.</li> <li>• Implement and monitor service contracts pertaining to household department in accordance with standards and in association with deputy director as necessary.</li> <li>• Implementation and monitor of relevant guidelines / directives under Irish and European Legislation.</li> <li>• Management and monitoring auditing systems in place and provision of reports to department heads / managers / senior management team as required.</li> <li>• Ensure formal and informal auditing is completed to ensure compliance standards are achieved and action plans are put in place.</li> </ul>

- Participate in all relevant committees are required.
- Be responsible for the requisitioning, custody and control of household staff uniforms and protective clothing e.g. safety shoes, and to keep such related records as may be required. This will involve liaison with suppliers, accounts office and the relevant department heads.

#### **Staff Management**

- Management of staff within approved ceiling to ensure that staff levels and skill mix are appropriate and within the resource allocation e.g. rostering.
- Participate in the recruitment, selection and training of staff in line with campus procedures and ensure all new staff are properly inducted into the department before taking up duties.
- Implement orientation and training of new household staff, in-service training and up-skilling of existing staff. Ensure staff attend relevant mandatory training programmes and staff training attendance records are maintained.
- Continuously review staff performance and take appropriate action where necessary. When required utilise the disciplinary policy of the campus.
- Ensure all health and safety regulations, fire orders and campus policies and procedures are accessible to household staff and emphasising their responsibility as employees to their compliance with them.
- Promote good industrial relations in employment practices.
- Promote a culture of openness where good practices can be both challenged and shared. Ensure that respect and dignity in the workplace is adhered to in all interactions with colleagues and intervene where standards fall short in this regard.
- Provide leadership and support initiative (e.g. staff suggestions) and decision making amongst staff.
- Ensure compliance with Oberstown policies in respect of annual leave, sick leave and all other relevant policies.
- Proactive management of household staff leave and attendance in liaison with the human resources department
- Preparation of duty and holiday rotas for staff and arranging reliefs where approved.
- Investigate, report and follow up on all occupational incidents and accidents sustained by staff and incidents involving household staff.
- Provide written reports as required/requested to the deputy director.
- Monitor first aid kits in the approved locations on a routine basis and advise health and safety officer of results.
- To undertake any other duties this may be assigned from time to time.

**The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.**

#### **Confidentiality**

In the course of your employment, you may have access to, or hear information concerning the medical or personal affairs of young people and/or staff, or other service business. Such records and information are strictly confidential and, unless acting on the instructions of an authorised officer, on no account must information concerning staff, young people or other service business be divulged or discussed except in the performance of normal duty. In addition, records must never be left in such a manner that unauthorised persons can obtain access to them and must be left in safe custody when no longer required.

<p><b>Eligibility Criteria Qualifications and/or Experience</b></p>	<p><b>Applicants must by the closing date of application have the following:</b></p> <ul style="list-style-type: none"> <li>• A qualification at degree level on the National Framework of Qualifications - Essential</li> <li>• Minimum of 3 years' experience in a supervisory capacity within hospitality/healthcare/housekeeping sector - Essential</li> <li>• Must possess appropriate ICT Skills, e.g. proficiency in Word, Excel, e-mail etc.</li> <li>• Excellent organisational skills with the ability to manage and prioritise tasks in an effective manner to meet deadlines.</li> <li>• Excellent relationship management skills.</li> <li>• Proven problem-solving skills</li> <li>• Well-developed interpersonal skills with the proven ability to engage effectively and appropriately with internal and external stakeholders.</li> <li>• Have a demonstrable can-do attitude and a proven ability of dealing and operating within changing task requirements.</li> <li>• Demonstrates flexibility and openness to change.</li> <li>• Ensures that customer service is at the heart of own work.</li> <li>• Acts with integrity and encourages this in others.</li> <li>• Strong negotiator with excellent influencing skills.</li> <li>• Good knowledge of the cleaning procedures.</li> </ul>
<p><b>Skills, competencies and/or knowledge</b></p>	<p><b>Candidates should possess the following skills and attributes:</b></p> <p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Actively contributes to the development of the strategies and policies of Oberstown</li> <li>• Brings a focus and drive to building and sustaining high levels of performance, addressing any performance issues as they arise. Follow up on any performance or behaviour issues contemporaneously.</li> <li>• Leads and maximises the contributions of the team as a whole by creating an esprit de corp in household services.</li> <li>• Considers the effectiveness of outcomes in terms wider than own immediate area.</li> <li>• Clearly defines objective/ goals and delegates effectively, encouraging ownership and responsibility for tasks.</li> <li>• Develops the capability of others through feedback, coaching and creating opportunities for skills development. Takes a pro-active approach to talent development within the team.</li> <li>• Identifies and takes opportunities to exploit new and innovative service delivery channels.</li> </ul> <p><b>Analysis &amp; Decision Making</b></p> <ul style="list-style-type: none"> <li>• Researches issues thoroughly, consulting appropriately to gather all information needed on an issue. Networks to ensure industry leading approach.</li> <li>• Understands complex issues quickly, accurately absorbing and evaluating data, must be computer literate to a good level.</li> <li>• Integrates diverse strands of information, identifying inter-relationships and linkages.</li> <li>• Makes clear, timely and well-grounded decisions on important issues.</li> <li>• Considers the wider implications of decisions on a range of stakeholders.</li> <li>• Takes a firm but fair position on issues s/he considers important.</li> </ul>

	<p><b>Management &amp; Delivery of Results</b></p> <ul style="list-style-type: none"> <li>• Takes responsibility for challenging tasks and delivers on time and to a high standard.</li> <li>• Plans and prioritises work in terms of importance, timescales and other resource constraints, re-prioritising in light of changing circumstances.</li> <li>• Ensures quality and efficient customer service is central to the work of the division.</li> <li>• Looks critically at issues to see how things can be done better.</li> <li>• Is open to new ideas and creative solutions to problems.</li> <li>• Ensures controls and performance measures are in place to deliver efficient and high value services.</li> <li>• Effectively manages multiple projects.</li> </ul> <p><b>Interpersonal &amp; Communication Skills</b></p> <ul style="list-style-type: none"> <li>• Presents information in a confident, logical and convincing manner, verbally and in writing</li> <li>• Encourages open and constructive discussions around work issues</li> <li>• Manages boundaries well in the campus and establishes constructive relations with the management cadre.</li> <li>• Promotes teamwork within the section, but also works effectively on projects across departments.</li> <li>• Maintains poise and control when working to influence others.</li> <li>• Instils a strong focus on Customer Service in his/her area and leads through examples of this important element of work.</li> <li>• Develops and maintains a network of contacts to facilitate problem solving or information sharing.</li> <li>• Engages effectively with a range of stakeholders, including members of the public, committees, Boards, public service colleagues etc.</li> </ul> <p><b>Health</b> A candidate must be fully competent and capable of undertaking the duties attached to the position and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service, which will include sporting and leisure activities as well as an ability to be fully involved in physical restraints where necessary (training will be provided).</p> <p><b>Character</b> Each candidate must be of good character.</p> <p><b>Age</b> Candidates should be aware that a maximum recruitment age will apply to this competition. Candidates must not yet be 67 years of age on the closing date and time for the competition.</p>
<p><b>Application and Selection Process</b></p>	<p><b>The Application and Selection Process</b></p> <p><b>How to Apply</b> Applications must be made by submitting the following documents:</p> <ul style="list-style-type: none"> <li>• A <b>short cover letter</b> outlining why you wish to be considered for the post and where you believe your skills, experience and values meet the requirements of the position.</li> <li>• A comprehensive <b>CV</b>, which must include an outline of your education to date (including level on NFQ) and months of work experience to date.</li> </ul>

- Completion of the **competency questions form** (available to download from [www.oberstown.com](http://www.oberstown.com))

Applicants should send a CV, cover letter and a competency based application form to [RecruitmentMail@oberstown.com](mailto:RecruitmentMail@oberstown.com) by the **31st July 2024** at 3pm.

Only fully submitted applications will be accepted into the campaign. The admission of a person to the competition, or invitation to undertake any element of the selection process is not to be taken as implying that Oberstown is satisfied that such a person fulfils the essential requirements.

#### **Selection Methods**

Oberstown will run the selection process in accordance with best recruitment practices. The approach employed comprise of a series of assessments administered over a number of stages, which may include:

- Shortlisting of candidates on the basis of the information contained in their application.
- Competitive interview(s).
- Psychometric Assessment.

#### **Shortlisting**

In the event of a shortlisting exercise being employed, an expert board will examine the application forms and assess them against pre-determined criteria based on the requirements of the position. It is therefore in your own interest to provide a detailed and accurate account of your qualifications and experience on the application form.

#### **Other important information**

Oberstown will not be responsible for refunding any expenses incurred by candidates. The admission of a person to a competition, or invitation to attend interview, or a successful result letter, is not to be taken as implying that Oberstown and/or employing authority is satisfied that such a person fulfils the requirements or is not disqualified by law from holding the position.

Prior to recommending any candidate for appointment to this position, Oberstown will make all such enquiries that are deemed necessary to determine the suitability of that candidate. Until all stages of the recruitment process have been fully completed a final determination cannot be made nor can it be deemed or inferred that such a determination has been made.

Should a person recommended for appointment decline, or having accepted it, relinquish it, Oberstown may at its discretion, select and recommend other persons for appointment on the results of this selection process.

Candidates should make themselves available on the date(s) specified by Oberstown.

Successful candidates may be placed on a panel from which future vacancies may be filled.

#### **Confidentiality**

Subject to the provisions of the Freedom of Information Acts 1997 and 2013, applications will be treated in strict confidence.

	<p>All enquiries, applications and all aspects of the proceedings are treated as strictly confidential and are not disclosed to anyone, outside those who are directly involved in the selection process.</p> <p>Certain items of information, not specific to any individual, are extracted from computer records for general statistical purposes.</p> <p><b>Deeming of candidature to be withdrawn</b> Candidates who do not attend for interview or other test when and where required by Oberstown, or who do not, when requested, furnish such evidence as Oberstown require in regard to any matter relevant to their candidature will have no further claim to consideration.</p> <p><b>Candidates' Obligations</b> A third party must not impersonate a candidate at any stage of the process. Any person who contravenes the above provisions or who assists another person in contravening the above provisions is guilty of an offence. A person who is found guilty of an offence is liable to a fine and /or imprisonment. In addition, where a person found guilty of an offence was or is a candidate at a recruitment process, then:</p> <ul style="list-style-type: none"> <li>• where s/he has not been appointed to a post, s/he will be disqualified as a candidate; and</li> <li>• Where s/he has been appointed subsequently to the recruitment process in question, s/he shall forfeit that appointment.</li> </ul>
<p><b>Other requirements of the role</b></p>	<p><b>Driving License</b> Successful candidates will be required to hold a current full clean manual Driving Licence or be willing to work towards obtaining there full manual Driving Licence.</p>