

Cleanliness Services Supervisor Candidate Pack



Our Trust

At The Shrewsbury and Telford Hospital (SaTH), our vision is to provide excellent care for the communities we serve. Working together across our teams, we provide district general hospital services for around half a million people in Shropshire, Telford & Wrekin, and mid-Wales.

Our main service locations are The Royal Shrewsbury Hospital and The Princess Royal Hospital, Telford, which together provide 99% of our activity. Alongside these, we also provide community and outreach services across the local area.

As one of Shropshire's biggest employers with around 7,000 staff, we offer a wide range of opportunities to build a rewarding career across both clinical and non-clinical roles. Our people are dedicated and passionate, working together to deliver the best patient care. No matter your role, you'll be joining a supportive team environment where you'll be able to make a real difference for our patients.

We are committed to supporting you at every stage of your career with us, whether you're starting something new or looking to take the next step into leadership. With strong partnerships and our newly awarded university hospital status, you'll have access to excellent education, mentoring and experience to help you thrive.

Our Vision

"To provide excellent care for the communities we serve"

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

Our Values



Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level - from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction — between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction.

Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present.

Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times.

Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work.

Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included.

Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- The role involves making sure the hospital is clean and safe every day, following national cleaning standards.
- It includes organising staff, planning daily work, and checking that cleaning tasks are done properly.
- The post holder will help manage staff by supporting recruitment, training, and performance reviews.
- They will also coordinate specialist cleaning, such as HPV and UV decontamination, especially during outbreaks.
- The job requires regular communication with staff, patients, and visitors, and keeping accurate records of incidents, equipment, and supplies.
- The post holder will work across the hospital and may need to carry out cleaning tasks when required.

Job Description

Job title:	Cleanliness Services Supervisor
Grade:	3
Site:	The Princess Royal Hospital, Telford
Accountable to:	Cleanliness Manager
DBS required:	Standard

The post holder is required to be responsible for the day to day coordination of the cleanliness service to the Trust, ensuring the highest standards of environmental hygiene is delivered at all times in accordance with the National Standards of Cleanliness and in line with the Operational Cleaning Plan. The postholder will also coordinate HPV/UV decontamination for outbreak and proactive purposes. This will require constant contact with all staff heads of departments, medical staff, visitors, and patients.

SCOPE & RANGE

- The post holder is responsible for maintaining high standards of cleanliness, linen provision and decontamination services are provided throughout the hospital.

MAIN DUTIES AND RESPONSIBILITIES

- To assist the Cleanliness Manager with recruitment and retention of staff taking part in interviews as required.
- To ensure that all resources are effectively deployed to ensure standards are maintained.
- To plan staff cover and draw up work lists to ensure the provision of cleanliness duties within the hospital on a daily basis.
- To supervise cleanliness staff to ensure work is carried out in accordance with standards and frequencies in the National Standards of Cleanliness.
- To manage staff leave to ensure that disruption to service is avoided.
- To undertake cleanliness monitoring in line with department guidelines taking corrective action where necessary.
- To maintain equipment inventories compiling replacement programmes as required.
- To undertake staff induction, annual refresher training, maintaining, and updating staff records accordingly.
- To undertake staff appraisal and performance review.
- To assist the Cleanliness Manager with sickness monitoring in line with Trust policy and in meetings at first and second stages of the policy.
- To communicate and monitor Health and Safety issues with the Cleanliness Manager.
- To deal with first line complaints, staff discipline and grievance carrying out fact finding and notifying the Cleanliness Manager as required.
- To record accidents and incidents using the Trust Datix reporting system.
- To comply with all departmental and Trust policies and procedures, COSHH, Health and Safety, Manual Handling etc.
- To be prepared to undertake cleanliness duties as necessary, i.e. staff shortages, HPV and UV Decontamination, Spillages etc.
- To arrange and advise on special cleaning that may be required.
- To ensure adequate stocks of cleaning materials and other cleanliness items are ordered and maintained and issue to staff.
- To supervise the day-to-day operation of the linen distribution service to wards/departments.

SYSTEMS AND EQUIPMENT

- To ensure all Cleanliness staff use equipment correctly and safely following manual handling and Health & Safety policies.
- To ensure all Cleanliness staff use the correct cleaning materials with reference to the COSHH regulations.
- To ensure the correct cleaning of equipment.
- To report any faulty equipment to the Estates Department keeping records of faults and repairs.

COMMUNICATION

- The post holder will be required to communicate verbally and face-to-face with members of staff, Nursing Managers, Sisters Nurses and medical staff, patients, relatives and the general public throughout the trust.
- To ensure daily attendance sheets and time sheets are completed on a daily basis.
- To communicate daily with Cleanliness Manager.
- To report any accidents or incidents by using a bleep system using a telephone.
- To ensure efficient working relations are developed and maintained with colleagues in the Cleanliness Department, all wards and departments and service users.

PHYSICAL DEMANDS

- Requires the post holder to read/recognise and implement departmental and trust procedures such as COSHH details, Health & Safety etc.
- Physical skills and dexterity are required for unloading of disposable stores once a week.
- Frequently required to exert moderate physical effort for short periods of time by lifting equipment and disposable stores e.g. carrying mop buckets filled with water.
- Moderate bending and stooping will be required when cleaning equipment, fixtures and fittings, floors and equipment and emptying vacuum bags.
- Requires standing on step ladders to hand bay and window curtains.

MENTAL/ EMOTIONAL EFFORT

- To undertake and manage with Cleanliness Manager, duties with daily exposure to distressing and emotional circumstances, e.g. dying patients, deaths, ill patients etc.
- To be alert for half hour periods when operating machinery, e.g. floor machines.
- To have general awareness and sensory attention through their daily shift.
- To concentrate and respond to interruptions throughout the day, e.g. major floors, spillages, etc.

WORK CONDITIONS

- Required to work throughout the hospital on wards or departments which have temperatures ranging from 22o – 25
- Can be busy due to diverse work activity.

DECISIONS

- Work in accordance with Cleanliness and Trust Policies and Procedures.
- Ensure the implementation of Cleanliness and Trust Polices and Procedures.
- Work on own initiative within well established procedures and practices, works with little supervision, refers to Cleanliness Manager when necessary.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Formal qualifications not necessary (training will be provided) 	<ul style="list-style-type: none"> • NVQ in Housekeeping or Industrial Cleaning
Experience	<ul style="list-style-type: none"> • Experience of cleaning in large, complex environments • Experience of supervising staff • Experience of undertaking administrative tasks, e.g. producing rota's, keeping staff records etc. • Experience of using computers and general software packages 	<ul style="list-style-type: none"> • Experience of cleaning in a healthcare setting • NVQ in Supervisory Management • A knowledge of infection, prevent and control • Knowledge of cleaning products and COSHH
Knowledge and skills	<ul style="list-style-type: none"> • Ability to communicate with all levels of staff, members of the public and patients • Ability to follow simple instructions with minimal supervision • Ability to determine own workload • Able to work under pressure • Ability to work as part of a team 	

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are

employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of

Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of

work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

