

Job Description: Cleaning Services Lead

Location: Welbeck, Oxford

Reporting to: Facilities Manager

Contract: Full-time, Permanent

About Welbeck: Redefining Private Day Surgery

Welbeck is built on a simple philosophy: medical excellence without compromise. We're a growing network of specialist day-case centres setting a new standard for private healthcare - combining calm, confidence, and clinical credibility in environments designed around people, not process.

We reject the impersonal and process driven. Instead, we create refined, patient-centred spaces where consultants and multidisciplinary teams are empowered to deliver world-class care, exceptional outcomes and seamless patient experiences.

Welbeck is bringing a brand-new, state-of-the-art private healthcare centre to Oxford, marking an exciting phase of growth for the organisation. The facility will offer a wide range of specialist services delivered by leading clinicians, supported by cutting edge technology and a strong focus on patient-centred, same day care. With a variety of new roles being created across clinical and operational teams, Welbeck Oxford presents a great opportunity to join an innovative, forward-thinking environment that is set to redefine private healthcare provision in the area.

The Role: Cleaning Services Lead

The Cleaning Services Lead plays a critical role in ensuring the highest standards of cleanliness, safety, and operational performance across the site. You will lead and oversee all cleaning and portering services, taking ownership of service delivery, compliance, audits, and continuous improvement initiatives to support a premium healthcare environment.

Reporting to the Facilities Manager, you will provide day-to-day leadership to the housekeeping team, ensuring efficient operations while maintaining strict adherence to health, safety, and infection control standards. This role is central to supporting clinical and operational teams, ensuring the environment consistently meets both regulatory requirements and exceptional guest experience expectations.

Key Responsibilities

- Lead and manage all housekeeping and cleaning operations across the site
- Drive high standards of cleanliness, hygiene, and environmental safety
- Ensure compliance with all relevant regulations, including health & safety and COSHH
- Oversee audits, inspections, and quality assurance processes
- Lead, develop, and performance manage the housekeeping and portering team
- Manage rotas, staffing levels, and workforce planning
- Investigate incidents, complaints, and service failures, implementing corrective actions
- Build strong relationships with internal stakeholders and external partners
- Act as the escalation point for all cleaning and facilities-related issues
- Provide regular performance reporting and contribute to continuous improvement initiatives

About You

You are an experienced and proactive housekeeping/cleaning professional, ideally with a background in healthcare or similarly regulated environments. You bring strong leadership capability, with a proven ability to manage teams, maintain high standards of cleanliness and safety, and ensure full compliance with governance and regulatory requirements. Organised, resilient, and solutions-focused, you thrive in fast-paced environments where quality and consistency are essential.

You are also a confident communicator and relationship builder, able to work effectively with a wide range of stakeholders, from clinical teams to senior leadership. With a strong focus on delivering an exceptional guest and patient experience, you lead by example, demonstrating professionalism, attention to detail, and a commitment to continuous improvement.

You'll also bring:

- Minimum of Level 3 qualification (A-Levels, NVQ3 or equivalent) or relevant facilities, housekeeping or soft services training
- Relevant healthcare cleaning, facilities or health and safety accreditation, such as BICSc, IOSH, COSHH, infection prevention
- Evidence of continuing professional development in housekeeping, facilities, healthcare cleaning, infection prevention, and health and safety
- Experience in using MS Office (Word, Excel, Outlook) and comfortable learning new IT systems, including audit, rostering, helpdesk or incident reporting systems
- Experience maintaining high cleaning, hygiene, environmental and guest-facing service standards
- Experience completing audits, inspections, quality checks and corrective action plans
- Experience supporting compliance with health and safety, COSHH, infection prevention, environmental and hygiene standards

- Knowledge of healthcare cleaning requirements, clinical environmental standards, risk-based cleaning and safe systems of work
- Strong organisational and time-management skills, with the ability to prioritise competing operational demands across a busy clinical environment
- Effective verbal, written, and non-verbal communication skills, adaptable to a range of audiences (guests, clinicians, peers, contractors, external stakeholders)
- Ability to produce clear reports, maintain accurate records, complete handovers and support audit and governance requirements
- Ability to work autonomously and collaboratively across functions, escalating risks, incidents, complaints or service failures appropriately
- Demonstrates Welbeck values: collaboration, ambition, kindness, empowerment
- Demonstrates accountability for maintaining high standards of cleanliness, safety, compliance, and overall customer experience

Why Welbeck

- **Autonomy & Influence:**-A leadership community that trusts your expertise to drive excellence and growth.
- **Purpose-Driven Culture:** A values-led environment where world-class clinical care and operational performance go hand in hand.
- **Growth & Impact:** Be part of a network defining best practice in day-case healthcare and delivering experiences patients genuinely remember.

Infection Prevention and Control

All Welbeck employees, whether involved directly or indirectly in the provision of healthcare, have a duty to co-operate with and implement business policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision of healthcare so far as is necessary to enable the Business to meet its obligations under the Health and Social Care Act 2008.

Safeguarding

Welbeck is committed to safeguarding and promoting the welfare of children and young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the Welbeck Health Partners Safeguarding Child and Adult at Risks Policies and Procedures.

Staff should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

Confidentiality:

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of patient identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on strictly need to know basis in accordance with the responsibilities of the Business's Caldicott Guardian.

Health and Safety at Work

In addition to the Business responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to co-operate with your employer in the discharge of its statutory duties. You must adhere strictly to the Business policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Business incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

Risk

Accept personal responsibility for contributing to Welbeck's management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the Business.

As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Business, in accordance with the business policy and training. Identify and report actual or potential hazards/ risks in the work environment in accordance with business policies and take immediate action to minimise risks where it is reasonably practicable to do so.

Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children. Follow, Welbeck Health Partners policy on use of Personal Protective equipment e.g., Masks, Gloves, Visors etc. Awareness of and compliance with Health and Safety Regulations.

Equality and Diversity

The Business recognises the benefits of a diverse workforce reflective of the communities that we serve and is committed to equal opportunities in employment with a devotion to eliminate all forms of unlawful discrimination. The Business aims to promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff).

All individuals have a duty to adhere to the Business Diversity and Equality Opportunity policy and an individual responsibility towards the application and understanding of the Equality Act 2010. Inequitable behaviour will not be tolerated, and every person has a responsibility to highlight discriminatory practice.

Disclosure and Barring Service (DBS)

If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy and at the appropriate level required for the post.