



## **Manager - Housekeeping**

Tata Medical Center (TMC), Kolkata, is a philanthropic initiative from the House of Tata. Its mission is to promote prevention of cancer, to provide facilities for early diagnosis, treatment, rehabilitation and palliation to cancer patients, and to do research in cancer. The hospital is a comprehensive Cancer Care Center with well-trained professional staff and equipped with modern facilities and contemporary medical equipment. This Institution has been set up at New Town in the Rajarhat area of Kolkata on 13 acres of land and is managed by a professional management body reporting to the Tata Medical Centre Trust (TMCT). The hospital started operations on 16th May 2011. The Hospital, with a capacity of 183 beds, serves all sections of the society, with 50% of the infrastructure earmarked for subsidized treatment for the underprivileged sections. The Institution's objective is to excel in service, education and research.

This state-of-the-art Hospital has been built on carefully landscaped grounds to emphasize the holistic approach in our crusade against cancer. The buildings were designed by Cannon Design, a renowned architectural firm from North America. Diagnosis and treatment are characterized by a multi-disciplinary approach with Disease Management Teams, wherein experts from different streams participate in decision-making for treatment protocols, using evidence-based medical strategies and appropriate documented clinical guidelines. Tata Medical Center, Kolkata, has strived to be one of the leading cancer care and research institutions in the country and has benefited West Bengal as well as the adjoining states and neighboring countries.

To fulfil the above objectives TMC invites applications for the position of Manager - Housekeeping.

### **Qualification:**

Degree / Diploma in House Keeping and Accommodation Management

### **Experience:**

Minimum 10 years experience in the relevant specialty out of which five years must be in a Super Specialty Hospital in Managerial Position in House Keeping Department.

### **Brief Job Description**

- Supervise daily operations
- Ensure the highest levels of cleanliness and services
- Conduct daily briefing and de-briefing with Housekeeping Supervisors
- Ensure housekeeping procedures and training checklists are in place, maintained and adhered to
- Ensure adherence to infection control standards as per hospital policy
- Ensure that all patient complaints and requests are promptly and efficiently dealt with. Investigate complaints if required.
- Ensure all training records are up to date at all times and monitor all training.
- Oversee and direct all linen and uniforms control functions

- Regular visits to external sites (hostels, Premashraya, etc.) and laundry
- Ensure that the housekeeping staff is working in accordance to the hospital's rules.
- Ensure shift management is handled properly and that no shift is unmanned and wise allocation of manpower.
- Create accurate budgets, manager labour, conduct regular inventory checks & audits and develop progression plans.
- Making recommendations about the betterment of the hospital in terms of service improvement if required, formulating standards for housekeeping work and ensure that it is been complied throughout the organization.
- Ensure that all safety procedures are being taken into account when mixing chemicals and detergents.
- Make sure that all cleaning supplies are appropriately labelled.
- Oversee housekeeping staff to ensure that they are properly and safely attired.

**Additional Skills required:**

- Prior Supervisory experience, excellent interpersonal skills with proven ability to lead a team and manage conflict.
- Ability to communicate across the vertical.
- Must be highly organized with strong attention to detail.
- Must have effective time management skills and be able to work in a fast paced environment with multiple interruptions.
- Must demonstrate qualities like honesty & integrity.

\*For more details and application forms, please log on to our website today: [www.tmckolkata.com](http://www.tmckolkata.com)

Interested candidates may email or post applications to:

Mr. Suvasish Mukherjee, Head-Human Resources, Tata Medical Center, 14 MAR (EW), New Town, Kolkata – 700156. Email – [suvashish.mukherjee@tmckolkata.com](mailto:suvashish.mukherjee@tmckolkata.com).