

Candidate Information

Position:	Team Leader - Cleaning
School/Department:	Estates Services
Reference:	19/107933
Closing Date:	Friday 15 November 2019
Salary:	£18,342 to £21,236 (pro rata) per annum.
Anticipated Interview Date:	Thursday 28 November 2019

JOB PURPOSE:

To work with, organise and lead a large team of cleaning operatives to provide an efficient and effective cleaning service across the university campus. Induct and train cleaning operatives to deliver and maintain a cleaning service to BICSc standards or equivalent. Motivate, develop and appraise teams in order to achieve customer satisfaction and university objectives.

MAJOR DUTIES:

1. Direct and control the team in completing allocated cleaning tasks and set and maintain standards of work.
2. Ensuring that a high level of customer care is provided by the team acting as a first point of contact to assist students, staff and visitors to the university.
3. Carry out and co-ordinate cleaning duties for external events, functions and internal service requests daily and throughout the year and monitoring the work of the team to ensure that they are meeting the agreed standards.
4. Report building maintenance faults and hazards across the campus to the Estates Directorate via Planon, the current computerised reporting package. Following up to ensure these are rectified.
5. Supervision of a team to include monitoring standards, recording absence and implementing the informal stages of the attendance improvement process. Carrying out return to work interviews and authorising annual leave. Maintain regular feedback on performance, identify necessary improvement plans and training needs. Escalate any issues regarding staff welfare and performance to Estates Manager for support or formal action as required.
6. Assist with training of staff, own personal development and attendance at mandatory refresher training. Carry out staff inductions, probationary reviews and meetings. Train, mentor and educate staff in cleaning to the required standard and in adherence with Health & Safety regulations whilst providing the necessary PPE, cleaning equipment and cleaning materials to enable staff to complete tasks.
7. Maximise staff contribution and productivity by supporting and encouraging staff to reach full capabilities through training opportunities and goal setting via the appraisal system.
8. Carry out Health & Safety checks to ensure that staff are adhering to university policy and procedures. Monitor safe use and care of equipment. Carry out inspections on PPE, skin checks and cleaning stores and staff awareness and use off COSHH sheets and risk assessments to ensure a safe work environment for staff.
9. Maintain accurate manual and computerised records, procedures reports and schedules in relation to Health and Safety, PAT testing, PUWER regulations, PPE and Legionella.
10. Monitoring of cleaning materials and consumables to ensure that there are sufficient supplies including distribution to staff within set budgets.
11. Emergency responder for out of hours situations requiring specialist cleaning services e.g. Body fluid spillages or floods.
12. Issuing, collecting and maintaining the safekeeping of keys within own area of responsibility. Ensuring doors are locked and keys are logged/returned to security after use. Reporting of lost staff cards and notification of staff leavers to ensure records are updated accordingly.
13. Assisting with show rounds for internal and external customers and contractors to develop and maintain a professional and proactive customer relationships.

14. Support and assist the university to meet their environmental and recycling targets by ensuring that the team promote the various recycling initiatives in their area to staff and students.
15. To coordinate and attend staff briefings as requested by manager.
16. Participate in recruitment, shortlisting and interview panels as and when required.
17. Undertaking from time to time other duties as requested which are consistent with the nature of the role.

Planning and Organising:

1. Organise, plan and create work schedules and rotas, for team of approx. 15-30 cleaning staff on daily, weekly and monthly basis.
2. Organise and forward plan timetable for Summer Cleans/periodic cleans.
3. Organise cleaning for external events and out of hours special cleans including additional workload received through computerised internal and external requests (PLANON).
4. Prioritise workloads in response to business needs within required timescales.
5. Plan own working time for the induction of new staff members; conducting performance and development reviews; carrying out return to work discussions following absence; and training of staff.
6. Identify training needs based on monthly audit reports/failures

Resource Management Responsibilities:

1. Undertake dynamic risk assessments on a daily basis and evaluate what resource/staff is required.
2. Determine the most appropriate time to raise awareness of issues with staff and decide on the most appropriate course of informal action to enable the staff member to improve.
3. Conduct training analysis and evaluate the training needs of the staff member.
4. Identify and develop ongoing staff training needs. Carry out training and assessment of staff on a regular a/refreshment basis to ensure H&S compliance and maximum efficiency.
5. Monitoring of absence levels and time keeping. Conduct Follow up interviews where appropriate.
6. Equipment – Take responsibility for materials and equipment so that resources are available when required. Reporting all faults and completion of repairs of specialised equipment. Ensure adequate records are retained and passed on for inspection and cross charging.
7. Finance – Maintain control on spend on materials using order sheets and overtime costs following established procedures. Complete overtime sheets to ensure staff are paid correctly for the hours worked.

Internal and External Relationships:

1. Contact with Estates Manager (Cleaning), internal customers, supervisory colleagues and cleaning co-ordinator/auditor.
2. Frequent contact with external contractors and visitors/members of the Regular public.
3. Contact of job role also includes appropriate contact with senior management including Vice-Chancellor, Registrar and other Estates staff and work colleagues.
4. Building positive relationships with customers, and pro-actively manage customer expectations by keeping them informed.

ESSENTIAL CRITERIA:

1. Either academic or vocational qualification(e.g. GCSE, O'Level, NVQ or equivalent).
2. BISCs Cleaning Operators Proficiency Level 1 or equivalent.
3. Experience of working within a cleaning environment and supervising a team.
4. Proven track record in site cleaning management working to operational timescales and service level agreements.
5. Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary knowledge and skills in a similar role.
6. Experience in monitoring quality and operational standards.
7. Experience of training others.
8. Good working knowledge of work schedules, specifications and safe working practices within a cleaning focused environment.
9. Knowledge of Health and Safety regulations relative to the cleaning role e.g. COSHH and Risk Assessments and the use of correct cleaning methods.
10. Working knowledge of IT operating systems particularly windows.
11. Good time management skills and the ability to forward plan, organise and prioritise work schedules to achieve short and long term objectives.
12. Customer focussed with the ability to respond positively to customer feedback and develop and implement corrective action plans in liaison with senior management.

13. Monitor compliance and performance management standards.
14. Highly motivated with a positive attitude.
15. Excellent interactive communication and interpersonal skills.
16. Display composure and control when under pressure.
17. Demonstrated ability to organise small groups and motivate teams.
18. Strong supervisory skills with a willingness to develop own knowledge and skills.
19. Good work ethic with flexibility to meet the changing needs of the role.

DESIRABLE CRITERIA:

1. BICS Cleaning Operators Proficiency Assessor Award.
2. IOSH or NEBOSH qualifications to include PUWER and Asbestos Awareness.
3. Customer Service Training e.g. Welcome Host Level 1 or equivalent.
4. ILM Level 2 Award in Leadership and management or equivalent.
5. Previous supervisory experience working within a large complex organisation.