JOB DESCRIPTION

**JOB TITLE**  Senior Team Leader - Building Cleaning  **JE REF**  A13092

**DIRECTORATE/SERVICE**  Commercial Services  **GRADE**  6

**RESPONSIBLE TO:**  Section Manager

**RESPONSIBLE FOR:**  Building Cleaning Operatives

**MAIN PURPOSE OF POST:**

1. Manage and lead a team to ensure services are delivered professionally, effectively, are customer focused and achieve excellent value for money.

2. Manage the resources of the team including staff allocation, materials, equipment, transport and PPE within the allocated budget.

3. Make a proactive and positive contribution to the overall development, commercialisation and reputation of the service.

**DUTIES AND RESPONSIBILITIES**

1. Lead a team to provide high quality, customer focused, effective and efficient services.

2. Effectively manage staff demonstrating an open, inclusive and responsive style of leadership to develop a flexible and effective workforce.

3. Hold regular and effective one to one meetings with each member of staff as well as an annual appraisal and six month review.

4. Ensure effective communication is carried out within and between teams including at least monthly team meetings.

5. Provide effective management of the resources of the service including staff, plant/equipment and materials.
6. Support innovative approaches in the delivery of services for which they are responsible.

7. Carry out the full range of operational duties required within the service when required to do so.

8. Ensure that appropriate arrangements are in place, and operational, to fulfil the authority's responsibilities concerning health and safety. Support the effective investigation of any accidents and any recommendations for improvement.

9. Respond to customer enquiries in a polite, timely and professional manner.

10. Ensure the correct reporting and notification of work absences and hold review meetings in accordance with the company policies and procedures.

11. Report any areas of work outside the normal areas of responsibility that will reduce hazards, improve the environment or efficient working methods.

12. Ensure all relevant corporate policies and procedures, relating to the supervision of the team are implemented, including Equal Opportunities Policy and the Health and Safety Policy.

13. Carry out any other duties appropriate to the grading of the post.

SPECIAL FEATURES OF POST

You will be required to carry out these duties at various locations throughout the area.

Hepatitis B inoculation required
PERSON SPECIFICATION

SERVICE    Commercial Services Department
 JOB TITLE  Senior Team Leader - Building Cleaning

SKILLS/KNOWLEDGE/ABILITIES

ESSENTIAL
1. Self motivated and able to work with minimal supervision,
2. Ability to assess operational requirements and meet deadlines.
3. Ability to communicate and work well with others
4. Ability to work as part of a team and to provide team leadership.
5. Ability to motivate others.
6. Understanding of the Health and Safety requirements involved in cleaning activities

DESI RABLE
1. Knowledge of cleaning services

EXPERIENCE

ESSENTIAL
Demonstrable experience of:
1. Working within cleaning services
2. Working and complying with Health and Safety procedures within a multi-disciplinary workforce.
3. Working within multi-disciplinary teams to service standards within set timescales.
4. Leading teams to meet service standards
DESIRABLE
1. Identifying commercial opportunities
2. Experience of carrying out staff appraisals and managing staff absence

QUALIFICATIONS/TRAINING

Essential
Hold or willing to obtain appropriate level management qualification within the apprenticeship framework
N.V.Q Level 2 or equivalent.
Full Driving Licence.

Desireable
N.V.Q Level 3 or working toward it / equivalent