

JOB DESCRIPTION

JOB TITLE:	Senior Team Leader – Building Cleaning	JE NUMBER:
DIRECTORATE:	Leisure Culture and Community Wellbeing/Environmental Services	BAND:7
RESPONSIBLE TO:	Principal Officer	
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, commercial viability and reputation of the service.	

DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	Lead the service team leaders 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 you 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 council 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.	Carry out any other duties appropriate to the grading of the post.

GENERAL – To be aware of and implement the following:

Equalities – The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

Code of Conduct – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

Health & safety – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

Staff Development - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

Data Protection – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

Safeguarding Children and Vulnerable Adults - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

SPECIAL FEATURES OF POST:				
Political Restriction	YES		NO	x
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES		NO	x
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	x	NO	
You may be required to carry out those duties at your present workplace or at another council venue.	YES	x	NO	

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

JOB TITLE:	Senior Team Leader	JE NUMBER:	
DIRECTORATE:	Leisure Culture& Community Wellbeing/Environmental Services	DATE:	May 2021

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method
-		Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
Essential		
•	Self motivated and able to work with minimal supervision,	Application Form
•	Ability to assess operational requirements and meet deadlines.	Application form/interview
•	Ability to communicate and work well with others	Application form/interview
•	Ability to work as part of a team and to provide team leadership.	Application Form
•	Ability to motivate others.	Application form/interview
•	Understanding of the Health and Safety requirements involved in cleaning activities	Application form/interview
Desirable		
•	Knowledge/experience of cleaning services	Application form
EXPERIENCE		
Essential		

•	Working within cleaning services	Application form/interview
•	Working within multi-disciplinary teams to service standards within set timescales.	Application form/interview
•	Working and complying with Health and Safety procedures within a multi-disciplinary workforce.	Application form/interview
Desirable		
•	Leading teams to meet service standards	Application form/interview
•	Experience of carrying out staff appraisals and managing staff absence	Application form/interview
•	Identifying commercial opportunities	Application form/interview
QUALIFICATIONS		
Essential		
•	Hold or willing to obtain appropriate level management qualification within the apprenticeship framework	Application Form /certificates
•	Full Driving Licence	Application Form /certificates
•	N.V.Q Level 2 or equivalent.	Application Form /certificates
Desirable		
•	N.V.Q Level 3 or working towards / equivalent	Application Form /certificates
OTHER REQUIREMENTS		
Essential		

•	To display the council's values and behaviours when carrying out the job role	Application Form, Interview
•	To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form, Interview
•	Commitment to self-development, service improvement and organisational effectiveness	Application Form, Interview

COMPETENCY REQUIREMENT:

Seeing the Big Picture	Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value. For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.	Interview
Level: 2		
Changing and Improving	People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways. For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.	Interview
Level: 2		
Making Effective Decisions	Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care. For leaders it's about reaching evidence based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while	Interview
Level: 2		

	minimising risk and balancing a range of considerations to provide sustainable outcomes.	
Leading & Communicating	At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm. It's about championing difference and external experience and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.	Interview
Level: 2		
Collaborating and Partnering	People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions. For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable	Interview
Level: 2		
Developing self and others	Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving. For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change	Interview
Level: 2		
Delivering Value for Money	Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money. For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available	Interview
Level: 2		
Managing a	Effectiveness in this area is about valuing and modelling	Interview

Quality Service	professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery. For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services	
Level: 2		
Delivering at Pace	Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly	Interview
Level: 2		