

Job Description

Position:	Cleaning Team Leader
School/Service:	Facilities
Reference:	FAC-120/P
Grade:	Grade 3
Status:	Permanent
Hours:	Full-Time (36.25 hours per week)
Reporting to:	Cleaning Supervisor

Main Function of the Position:

1. To operate as a Cleaning Team Leader, supporting the Cleaning Supervisor in the organisation and supervision of the work of the Cleaners and General Assistants to ensure the delivery of a high quality customer focussed service.
2. To provide general administrative support to Facilities operational functions.
3. The role holder is required to work flexibly across the service as demand necessitates.

Principal Duties and Responsibilities:

1. To ensure that all cleaning activities are carried out in accordance with the University's Health and Safety policies and procedures.
2. To carry out inspections on the work of the Cleaners and General Assistants ensuring compliance with Facilities policies and procedures
3. To distribute cleaning stock and consumables and monitor and maintain stock records.
4. Liaise with other University staff, students and stakeholders on behalf of the Facilities department, answering queries, giving directions and providing a high level of customer service.
5. To undertake some responsibility for the welfare of the cleaning staff and assist in the maintaining of standards of discipline. Liaising with the Cleaning Supervisor in respect of timekeeping, attendance and performance.
6. As a working team leader the role holder will be required to undertake cleaning duties across all University locations in order to maintain high standards of cleanliness and tidiness and cover for other Cleaners and General Assistants when they are on annual leave or absent through sickness. These duties include:
 - a. Recycling and waste management to include the collection and removal of rubbish

- b. Cleaning of hard and carpeted flooring, manually or using cleaning machinery as required. Must have experience of carpet cleaners, polishing hard floors, especially during summer deep cleans and periodical cleans
 - c. Able to work with buffers, scrubber dryers and carpet cleaning machinery of all sizes
 - d. Undertake cleaning of walls, paintwork, glass and windows, fixtures, fittings and furniture
 - e. Cleaning of toilets, fixtures and shower areas as required. Replenishment of consumables
 - f. To follow laid down University cleaning schedules following relevant policies and procedures
7. To work flexibly as required by the Facilities department and University demands between the hours of 6.00am and 10.00pm.
8. Undertake training and development as required.
9. To observe Health and Safety practices and procedures at all times.
10. Be willing to travel across all University locations and buildings.
11. To assist the Cleaning Supervisor in the organisation of events throughout the year e.g. Summer deep clean.
12. To undertake general cleaning duties to cover absence, annual leave.

Note:

This is a description of the position requirements as it is presently constituted. It is the University's practice to periodically review job descriptions to ensure that they accurately reflect the position requirements to be performed and if necessary update to incorporate changes were appropriate. The review process will be conducted by the relevant manager in consultation with the post holder.

Person Specification

Position: Cleaning Team Leader		Reference: FAC-120/P	
School/Service: Facilities		Priority (1/2)	Method of Assessment
Criteria			
1	Qualifications		
1 a)	Possession of a Level 1 NVQ in Cleaning or proven track record of relevant experience	1	Application Form/ Documentation
1 b)	Educated to GCSE level C or above in English and Mathematics, or equivalent standard of education	1	Application Form/ Documentation
2	Skills / Knowledge		
2 a)	Knowledge of cleaning practices and waste management	1	Application Form/Interview
2 b)	Able to follow cleaning systems and procedures	1	Application Form/Interview
2 c)	Knowledge of cleaning methods and industrial cleaning equipment	1	Application Form/Interview
2 d)	Awareness of COSHH and Health and Safety regulations relating to cleaning equipment and substances	1	Application Form/Interview
2 e)	Proficient in Microsoft Office packages including MS Word and MS Excel	1	Application Form/Interview
2 f)	Proficient in the use of other computer packages, including email, internet, websites/intranet and databases	1	Application Form/Interview
3	Experience		
3 a)	Experience of cleaning and other related duties in a commercial environment including window cleaning, refuse removal and re-cycling	1	Application Form/Interview
3 b)	Experience of leading a cleaning team or supervising the work of others	2	Application Form/Interview
3 c)	Experience of monitoring and maintaining sock and consumable levels	2	Application Form/Interview
3 d)	Experience of monitoring and maintain standards in respect of cleanliness and tidiness of buildings	1	Application Form/Interview
3 e)	Experience of using computerised record systems	1	Application Form/Interview
4	Personal Qualities		
4 a)	Awareness of the requirements associated with operating within a customer service environment	1	Interview
4 b)	Commitment to continuous improvement and creative ways of working	1	Interview
4 c)	Ability to organise own workload and that of others	1	Interview
4 d)	An effective team player, capable of coping with changing circumstances and demands and willing to provide cover in the absence of colleagues	1	Interview

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4 e)	Ability to take ownership of tasks and see them through to timely completion	1	Interview
4 f)	Able to follow procedures and respond to instructions from senior colleagues	1	Interview
5 Other			
5 a)	Willing to undertake staff development, which may take place outside the University	1	Interview
5 b)	Awareness of the principles of the Data Protection Act, Health and Safety, Freedom of Information Act and Bribery Act	1	Interview
5 c)	Commitment to the University's policy on equal opportunities and diversity	1	Interview
5 d)	Available to work flexible and travel as appropriate in order to meet the needs of the services	1	Interview
5 e)	To hold a full clean driving licence	1	Interview/Documentation

Note:

1. **Priority 1** indicates **essential** criterion – an applicant would be unsuccessful if unable to satisfy all Priority 1 criterion.
2. **Priority 2** indicates **desirable** criterion - applicants failing to satisfy a number of these are unlikely to be successful.
3. It is the responsibility of the employee to ensure any professional accreditation/membership remains current
4. Please note it is normally expected that a new appointee will commence at the bottom of grade.
5. Employees are expected to have access to suitable IT equipment and broadband internet access at home to work remotely if required