

DARLINGTON BOROUGH COUNCIL
ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

JOB DESCRIPTION

<u>POST TITLE :</u>	Team Leader - Building Cleaning
<u>GRADE :</u>	Grade L
<u>JOB EVALUATION NO.</u>	E3468
<u>REPORTING RELATIONSHIP</u>	Building Cleaning and Compliance Manager
<u>JOB PURPOSE :</u>	To assist in the management of the operational Building Cleaning Service, ensuring effective and efficient service delivery and high standards of customer service.
<u>POST NO.</u>	D14064
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees

MAIN DUTIES/RESPONSIBILITIES

1. Assist the Building Cleaning and Compliance Manager in the operational management of the Building Cleaning Service, ensuring all activities are completed on schedule and in accordance with service standards and Council policy/procedures.
2. Carry out operational duties as required, to ensure efficient service delivery across the range of Building Cleaning Services.
3. Undertake staff training, toolbox talks as directed by the Building Cleaning and Compliance Manager, including staff inductions, use of equipment and any other on the job training.
4. Assist the Building Cleaning and Compliance Manager with the management of staff.
5. Deal with any issues that arise in respect of employee relations and conduct; informing/escalating to the Building Cleaning and Compliance Manager as appropriate.
6. Motivate staff towards the achievement of service goals and delivery of a high standard of service.
7. Undertake service monitoring.
8. Encourage feedback from staff regarding opportunities for continuous improvement.
9. Investigate and respond to complaints from users of the service, in accordance with the Council's Complaints Procedures
10. Work proactively in dealing with operational issues within the confines of existing service requirements and Council policy.

11. Assist the Building Cleaning and Compliance Manager to develop and utilise opportunities for new and increased business in relation to Building Cleaning contracts.
12. Assist the Building Cleaning and Compliance Manager in managing Service Level Agreements relating to Building Cleaning.
13. In the absence of the Building Cleaning and Compliance Manager, attend Residents' Associations, partnerships and other events and meetings as a representative of the service.
14. To carry out administrative tasks associated with the Building Cleaning Service, as required.
15. Implement and monitor health and safety policies and undertake risk assessments, taking a proactive approach to health and safety.
16. To work with other Environmental Services service areas in providing cover to ensure that wider service delivery requirements are met.
17. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
18. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
19. Carry out your role in line with the Council's Equality agenda.
20. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
21. Any other duties of a similar nature related to this post that may be required from time-to-time.
22. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
23. This post is subject to an enhanced disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment the employee will be subject to rechecking as required from time to time by the Council.

Date: August 2018

DARLINGTON BOROUGH COUNCIL

TEAM LEADER - BUILDING CLEANING

ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

POST NO. D14064

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
	Qualifications & Education		
1	NVQ Level 3 or equivalent in a relevant field e.g. cleaning supervision		D
2	Manual Handling training		D
3	Customer Care training		D
	Experience & Knowledge		
4	Approximately 2 years of experience in working in a cleaning role	E	
5	Understanding of COSHH Regulations	E	
6	Experience in the application of relevant health and safety legislation	E	
7	Experience of work planning and programming	E	
8	Experience of working within an office environment, with an understanding of office systems and processes		D
9	Knowledge and experience of using the machinery and equipment found in a building cleaning environment	E	
10	Experience of budget management		D
	Skills		
11	Ability to plan, organise and prioritise to meet work deadlines	E	
12	Ability to respond to changing and conflicting priorities at short notice	E	
13	IT literate capable of using MS Word, Excel and Office packages	E	
14	Ability to communicate both orally and in writing to a wide range of audiences	E	
15	Able to deliver toolbox talks and training sessions to staff	E	
16	Ability to work successfully as part of a team, working towards team goals	E	
17	Ability to work well with customers, clients and colleagues, building effective relationships	E	
18	Ability to analyse situations and produce effective solutions	E	
19	Ability to organise and prioritise tasks and allocate resources	E	
20	Ability to regularly give advice and guidance, including demonstrating duties, instructing, checking the work of others and leading by example	E	
21	Ability to work on own initiative	E	
	Personal Attributes		
22	A flexible approach to working arrangements	E	
23	A willingness to undertake training to fulfil the requirements of the post	E	
24	Committed to a high standard of customer service	E	
25	Ability to remain calm, confident and professional in high pressure situations	E	
26	A flexible approach to a fast changing working environment		D