

JOB DESCRIPTION

Post Title: Proposed - Cleaning Team Leader		Director/Service/Sector: Finance/Property Services/Facilities Management		Office Use
Grade: 2		Workplace: County Hall, Morpeth		JE ref: 3489 HRMS ref:
Responsible to: Facilities Supervisor		Date: March 2019		
Job Purpose: Direct a small team of cleaners and undertake the cleaning of designated areas ensuring that they are kept in a clean and hygienic condition.				
Resources	Staff	Small number of Cleaners		
	Finance	None		
	Physical	Shared responsibility for the careful use of equipment.		
	Clients	None		
Duties and key result areas: carried out in accordance with the specification for Facilities Cleaning Services and the Cleaning Operations Manual, individually or as part of a team, these include, but are not restricted to:- 1. Direct/Supervise the work of a team of cleaning staff, delegating work appropriately, providing clear guidance and motivating staff to achieve service objectives and quality standards. 2. Provide induction to the workplace and coach staff in work related tasks. 3. Ensure that all staff, including self, adopt safe working practices in all aspects of work. 4. Maintain adequate stock levels of appropriate supplies following corporate procedures and distribute supplies as necessary. 5. Ensure that all appropriate work records are completed accurately in line with service procedures. 6. Sweep, mop, wipe, wash, polish, vacuum, dust and polish walls, floors, furniture and fittings in accordance with service specifications and standards, including personal items belonging to service users as necessary. 7. Empty and clean kitchen bins, remove small quantities of rubbish and keep tidy all allocated areas. 8. Use, as appropriate, powered equipment as provided, ensuring that manufacturer's guidance and operating instructions are safely observed. 9. Other duties appropriate to the nature, level and grade of the post.				
Work Arrangements				
Transport requirements:		None		
Working patterns:		Normally Monday to Friday.		

PERSON SPECIFICATION

Post Title: Cleaning Team Leader		Director/Service/Sector: Finance/Property Services/Facilities Management	Ref:3489
Essential	Desirable		Assess by
Qualifications and Knowledge			
A supervisory qualification e.g. City & Guilds in Cleaning Supervision British Institute Of Cleaning Science Certificate of Proficiency (L1) or equivalent. Knowledge of Health & Safety legislation relating to a cleaning environment Trained in Manual Handling.			
Experience			
Relevant experience in a building cleaning environment. Experience of directing staff		Supervision of others.	
Skills and competencies			
Literacy skills sufficient to read text and write straightforward sentences. Numeracy skills sufficient to undertake straightforward arithmetic functions. Strength, dexterity and co-ordination to use a range of cleaning tools and equipment. Ability to organise self and work without constant supervision. Listens, consults others and communicates clearly. Ability to organise others. Reliable and keeps good time. Customer care skills.			
Physical, mental, emotional and environmental demands			
Work from a standing position, need to walk, bend, lift and carry moderate weights. Short periods of concentration dispersed throughout day, week and month. Few emotional demands. Mainly indoor work with regular exposure to unpleasant conditions including toilets, soiled linen and chemical substances.			
Motivation			
Appropriately follows instructions to achieve set objectives. Committed to the provision of quality services to achieving customer satisfaction. Adapts to change by adopting a flexible and cooperative attitude. Supportive and adapts to team working. Demonstrates integrity and upholds values and principles. Promotes equal opportunities and anti-oppressive practice in all aspects of work. A willingness to undertake job related training.			
Other			

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others
e.g. case studies/visits