**CLEANING SERVICES TEAM LEADER**

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| **CATERGORY** | **CRITERIA** | **MEASURE** |
| **EDUCATION/**  **QUALITFICATIONS** | Good literacy and numeracy skills  Relevant cleaning qualification e.g. City & Guilds Level 3 Cleaning Supervision Skills (or be prepared to work towards) or equivalent | AF/AC/I  AF/I/C |
| **WORK EXPERIENCE** | Experience working within a Cleaning function  Experience of supervising staff | AF/I  AF/I |
| **SKILLS/ KNOWLEDGE/**  **APTITUDE** | Knowledge of:   * Regulations and Legislation associated with cleaning   Ability to:   * Utilise financial management systems (SAP) * Undertake budget monitoring activities * Demonstrate effective workload planning and organisation * Effectively prioritise own workload whilst working to conflicting deadlines * Demonstrate effective IT skills including use of Microsoft Office applications * Demonstrate well developed interpersonal skills with the ability to liaise at all levels * Prepare and produce reports and documents. * Work unsupervised, on own initiative and as part of a team * Demonstrate effective customer service skills * Maintain confidentiality * Demonstrate attention to detail * Undertake administrative duties   Demonstrate commitment to safe working principles and practices associated with Health and Safety  Demonstrate commitment to the principles of Equality and Diversity | AF/AC/I  AF/AC/I  AF/AC/I  AF/AC/I  AF/AC/I  AF/AC/I  AF/AC/I  AF/AC/I  AF/AC/I  AF/I  AF/I |
| **OTHER** | In order to meet the travel requirements of the role, you must have an appropriate means of mobility.  Must be able to work to a flexible working scheme, which may include some weekends/evenings | AF/I |

# MEASURE CODE

AF - Application form

AC - Assessment centre

I - Interview

C - Certificates