

JOB DESCRIPTION



JOB TITLE	Cleaning Team Leader
DATE	May 2026
DIVISION	Public FM
SITE / OFFICE	
REPORTS TO	

ROLE OVERVIEW

As a Cleaning Team Leader, you will support the delivery of high-quality cleaning services by leading by example, coordinating day-to-day activities and acting as the first point of contact for cleaning colleagues on shift. You will work closely with the Cleaning Supervisor or Manager to ensure standards are met, tasks are completed efficiently and the team feels supported.

This role combines hands-on cleaning duties with team leadership responsibilities, helping to maintain a clean, safe and welcoming environment for clients, customers and visitors.

KEY TASKS & RESPONSIBILITIES

- Lead and support cleaning colleagues during shifts, setting the standard for quality and professionalism
- Allocate daily tasks and ensure cleaning duties are completed in line with site specifications
- Act as a point of contact for colleagues, providing guidance and support as needed
- Carry out cleaning duties alongside the team, including general and specialist cleaning tasks
- Monitor standards and carry out basic quality checks, escalating issues where required
- Support the induction and on-the-job training of new starters
- Ensure health & safety, COSHH and company procedures are followed at all times
- Assist with stock control of cleaning materials and report shortages or equipment faults
- Report incidents, damages, defects or concerns to the Cleaning Supervisor or Manager
- Maintain a professional and customer-focused approach at all times

QUALIFICATIONS, SKILLS & EXPERIENCE

- Right to Work in the UK and willingness to undergo a DBS check.
- Previous experience in a cleaning role, ideally with informal leadership or key-holder responsibilities
- Good understanding of cleaning methods, materials and equipment
- Awareness of health & safety and hygiene standards
- Ability to lead by example and positively influence others
- Good organisational skills and attention to detail
- Strong communication skills and a supportive approach to teamwork
- Reliable, flexible and responsible attitude to work

Desirable:

- Experience working within Facilities Management (FM) or contracted cleaning services
- Previous experience liaising with clients or stakeholders
- Basic IT or reporting skills (where required)

WORKING ARRANGEMENTS

This <permanent / full-time / part-time> position will be based at <site/location or multiple sites>, working <shift pattern / hours>.

ACCEPTANCE OF ROLE

Revisions:

The Company reserves the right to alter these responsibilities and you will be advised of any changes through the normal method of communication.

AGREEMENT:

I confirm that I have read and agree with the responsibilities specified within the Key Tasks and Responsibilities Section of this job description

Name:

(Job Holder)

Signature:

Date:

Name:

(Line Manager)

Signature:

Date: