

JOB DESCRIPTION



JOB TITLE	Team Leader
DATE	September 2024
DIVISION	
SITE / OFFICE	Manston Kent
REPORTS TO	Cleaning Supervisor

ROLE OVERVIEW

To ensure the smooth and effective day to day running of the site cleaning teams. To keep the Cleaning Supervisor informed of incidents, and to ensure that agreed levels of service and contractual requirements are achieved.

KEY TASKS & RESPONSIBILITIES

- Leadership – leads by example, motivates others, make decisions, initiates action, and takes responsibility.
- Communication and influencing – establishes communication channel, actively listens, clarifies, gives / seeks feedback, clear and concise, persuasive / negotiates with others.
- People Management – Fosters team / individuals' performance, achieves results, sets targets and reviews against them, leads, motivates and empowers others, deals with issues, coaches and encourages others.
- Ability to work openly and collaboratively at all levels and multiple stakeholders.
- Organisation Skills – Sets clear objectives, manages time / delegates, reviews progress against plan, encourage improvements.
- Interpersonal Skills – Builds positive relationships, demonstrates emotionally stability, confidence in own ability, approachable to all staff, shows respect and tolerance.
- Assists Cleaning Supervisor with the development of goals, objectives, policies and procedures. Conducts team meetings and training session as required.
- Ensuring employees receive statutory required training and development.
- Contributes to the efficiency and effectiveness of the company's service to its customers by offering suggestions and directing or participating as an active member of a work team.
- Ensuring that correct and safe methods of work are always employed with extra care shown to the safety of patients, staff and visitors.
- Communicate clearly with staff members, managers, using personal judgement and sensitivity to resolve queries as necessary.
- To work with staff hands on / when short staffed
- Responsible for the cleanliness of the Site. To ensure work area is kept clean and tidy at all times.
- To wear clean official uniform and appropriate footwear and comply with departmental and Trust Policies.
- To Ensure policies and procedures are implemented within own work area and to contribute to suggested changes as required. The following policies should be read in conjunction with this job description:
- Carry out safe hygiene practices and procedures in accordance with the Trust Policy and Codes of practice.
- Carry out duties in accordance with the departmental health & Safety policy and the health & safety act.

- Ensure the accurate completion of handover sheets, the daily occurrence book and incident reports
- To assist and monitor the Cleaning Team to respond to incidents.
- To conduct a patrol of the premises using CCTV internally, noting results in the daily occurrence log.
- Gather, verify and assess all appropriate and available information to gain an accurate understanding of situa
- To prepare, complete and submit accurate daily reports.

QUALIFICATIONS, SKILLS & EXPERIEN

- Experience of working within the cleaning industry.
- Experience of working in a team based environment.
- Experience of working under pressure.
- Experience of working to protocols and procedures.
- Experience of talking to members of service users.
- Good attention to detail and completion of tasks to deadline.
- Ability to exercise judgement with problem solving and seeking advice appropriately.

CORE EXPECTATIONS

- Understanding the principles and practices of employee supervision, including work planning, organization, performance review and evaluation, and employee training and discipline.
- Practices of developing teams, motivating employees and maintain employee morale.
- Safety, Security and first aid policies and procedures.
- Understanding of departmental and Trust health and safety policies, written systems of work and departmental rules and procedures.
- Preparing clear and concise written incident reports.
- Maintaining accurate records of work performed.
- Using Initiative and independent judgement within established policy guidelines

WORKING ARRANGEMENTS

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:

