**ROLE PROFILE**

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| **Role Title:** | Business Services Cleaning Team Leader | **Leadership level:** |  |
| **Grade:** | F | **Location:** | Force wide |
| **Area command / Department:** | Business Services Department | **Vetting level:** | RV |
| **Reporting to:** | Business Services Cleaning Manager |
| **Posts responsible for:** | Allocated staff |
| **Part A – Job Description**  |
| **Overall purpose of the role:** |
| **To manage cleaning supervisors and their teams to ensure that service delivery standards and requirements are met and Health and Safety regulations are adhered too.** |
| **Key responsibilities of the role:** |
| 1 | Manage the recruitment, appraisal, development, mentoring and discipline of allocated staff ensuring they have the knowledge, skills and experience to achieve the required standards and performance. |
| 2 | Manage resource levels, plan and prioritise workloads to ensure the cleaning specification and standards are being met in each location. |
| 3 | Coordinate the bespoke training programs put in place for all cleaning staff in line with the force’s requirements and demand. |
| 4 | Manage the cleaning delivery in line with agreed Service Level Agreements, monitoring and evaluating performance including undertaking agreed quality checks and audits in line with agreed standards. |
| 5 | Evaluate and monitor all cleaning machinery and equipment to ensure that staff and buildings have the most appropriate equipment available, to support the highest standard of cleaning across the force area**.** |
| 6 | Responsible for ensuring the compliance of Health & Safety and legislation in the relevant areas including RA and COSHH ensuring a safe working environment.  |
| 7 | Carry out regular audits and inspections of standards to assess the quality and output of the cleaning service provided. |
| 8 | Ensure the effective maintenance and updating of business systems, procedures and data by monitoring the performance and quality of business systems including undertaking audits and reviews as necessary, and identifying improvements to systems and procedures and implementing as authorised in order to ensure that efficiency and effectiveness are maintained in the services provided. |
| 9 | Maintain good communication with management, other force departments and external contractors to ensure the provision of an effective cleaning service to meet the needs of an ever changing organisation. |
| 10 | The postholder may be required to undertake such other responsibilities as are reasonably commensurate with the grade of the post. |
| **Part B – Scope of contacts**  |
| **Internal / External relationships:** |
| **Internal: Officers/Staff/Volunteers and Visitors -Force-wide departments****External: Contractors**  |

**PERSON SPECIFICATION**

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| **Criteria** | **Essential** | **Desirable** | **How to be assessed** |
| Qualifications, knowledge and experience | Experience of supervising staff.Good leadership skills.Good knowledge of cleaning and Health and Safety including COSHH. | * Qualifications in cleaning such as BICS – NVQ Level 2-

IOSH- Managing Safety | Application/interview/CPD |
| Planning and organising | Experience of business planning, resourcing, stock control and work schedules |  | Application/interview/CPD |
| Problem solving and initiative | Experience of problem solving at different levels, carrying out investigations, risk management and assessment.  |  | Application/interview/CPD |
| Management and teamwork | Experience of dealing with complex people issues, including disciplinary, attendance and performance management. |  | Application/interview/CPD |
| Communicating and influencing | Evidence of excellent communication, interpersonal and people management skills.  |  | Application/interview/CPD |
| Other skills and behaviours | Driving. |  | Application/interview/CPD |