

Job Profile Information: Cleaning Team Leader

This supplementary information for Team Leader is for guidance and must be used in conjunction with the Job Capsule for Job Level 3 Zone 1 Camden Way Category ?

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose: To ensure Camden's Corporate and Commercial properties are maintained to high standards, enabling services to be delivered from buildings which are safe, comfortable and serviceable. The role of Cleaning Team Leader is to be responsible for undertaking of all aspects of supervision of a day / evening cleaning team and the relevant management systems. The postholder will be expected to work flexibly to cover management of cleaning operatives outside normal operational hours with frequent monitoring and management of lone workers.

To assist the Soft Facilities Management (FM) Services Management Team in the delivery of a range of facilities services to buildings within Camden's Corporate and Commercial properties. Working with colleagues within the Soft FM team, this role will work closely with the Property Managers and building users ensuring standards are set, delivered and maintained to a high standard through the life of the property.

Key aspects of the role:

- To assist the Cleaning Service Management in the day to day management of the cleaning service of the Corporate and Commercial properties. Working alongside colleagues within the Cleaning Management Team and the Property Managers and Camden Engineers to assist in co-ordination and management of all cleaning & waste operations within the LB Camden.
- To line manage a team of cleaning operatives across multiple sites providing guidance, support and specialist expertise as required. This will include the undertaking of regular 1:1 and team meetings.

- To manage, monitor and accurately record cleaning staffs annual leave and sickness management, where necessary follow and apply HR procedures.
- To review and assist in management of the budget, continually reviewing all factors affecting the operation including materials, consumables, staff payroll and uniforms.
- To supervise the daily cleaning operation ensuring all commitments are undertaken deploying appropriate staffing resource.
- To ensure the necessary internal site quality audits are undertaken and provide a detailed action plan and manage any non-compliance.
- To ensure all staff are fully trained to adhere to Health and Safety legislation and company policies at all times. Assist in the development and maintenance of comprehensive and relevant Tool Box Talk training for cleaning operatives. Ensuring regular Tool Box Talks are carried out and recorded.
- To promote and enhance excellent relationships with our users, our suppliers and other partners.
- To be responsible for all cleaning equipment. Ensure equipment is fit for purpose and operational at all times minimising down time.
- Manage the equipment asset list highlighting lifecycle replacement issues.
- Comply with all Health and Safety Legislation.
- Review accident statistics and proactively promote safe working practices.

Example outcomes or objectives that this role will deliver:

- Drive change, new ideas and challenge current operating procedures implementing best practice across the structure.
- Understand Camden's requirements providing solutions to meet and exceed needs and contribute to achieving the Camden objectives.
- Ensure all daily cleaning tasks are undertaken through management of cleaning operatives.
- Ensure adequate quality performance is adhered to, and any non-compliance is resolved in a professional manner.
- To ensure all site related risk assessments are continually monitored, reviewed and updated as necessary.

- Proactive supervision ensuring the on-going use of PPE as necessary, ensure all risk assessments, and COSHH assessments are in place and adhered to, and active use of company toolbox talks are completed at least monthly.
- Support business continuity planning and management.

People Management Responsibilities:

- Exceptional motivational and people management skills.
- Be an approachable people manager with a good knowledge of employee relations.
- Ensure the team is tasked efficiently and effectively maximising resource at peak times matching rotas to operational demands.
- Take part in appropriate and relevant mentoring, training and development to support and develop him/herself and colleagues and working with colleagues to manage performance in accordance with and using the tools from Camden's performance management procedures.

Relationships:

- The postholder report to the Cleaning Manager.
- The postholder will supervise a cleaning team.
- Regular contacts include: Cleaning Team, Cleaning Monitoring Officer, Property Managers.

Technical Knowledge and Experience:

- Previous experience of soft services supervision.
- BICs training preferred.
- Awareness and full understanding of COSHH and all other industry related H&S regulations.
- Previous experience in a similar coordinating role.
- Well-developed communication skills.
- Previous experience of demonstrating excellent customer service skills.

- Well-developed IT skills.
- Awareness and ability to motivate and guide a team.

Camden Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

Camden Plan

Getting it Right First Time – this post will be required to deliver high quality surveying support and help the service develop right first time ways of working.

- Find better ways
- Take personal responsibility

For further information on the Camden Plan please visit: <http://www.camden.gov.uk/ccm/navigation/council-and-democracy/camden-plan/?jsessionid=7C72767EA600D7BAE658FAEA26F73F33>

Chart Structure