**TITLE OF POST: CLEANING SERVICES TEAM LEADER**

**GRADE: SC4 (SCP 18 – 21)**

**RESPONSIBLE TO: FACILITIES MANAGER**

**MAIN PURPOSE OF JOB:**

Under the guidance of the Facilities Manager, to undertake the support and delivery of duties within the function which contribute to the provision of an excellent service, whilst ensuring the effective use of resources. To support department managers in the delivery of exceptional services to our community and key stakeholders.

1. **GENERAL DUTIES** 
   1. To promote the Service Vision, ‘Creating the Safest Community’.
   2. Work effectively and efficiently to support line management in the delivery of the department’s aims and objectives.
   3. Maintain appropriate and robust information systems within the department.
   4. Maintain positive and effective liaison links with organisations and partners as appropriate.
   5. Support the preparation and production of a variety of quality information for inclusion in management and departmental reports.
   6. Ensure compliance with the relevant Data Protection regulations and to ensure data security is maintained.
   7. Ensure relevant knowledge is up to date.
   8. Identify and recommend areas of potential improvement.
   9. Represent the function at internal and external meetings and events and take minutes when required.
   10. Support the activities of the function and diary management for line management where required.
   11. Support colleagues with their work as required.
   12. Attend internal and external training courses as necessary.
   13. Undertake any other duties as appropriate to the role.
2. **ROLE SPECIFIC DUTIES**

2.1 Responsible for supervising the activities and performance of Cleaning personnel, reviewing and monitoring personnel with regard to performance, effectiveness and development.

2.2 Ensure the cleaning function operates within relevant service level agreements.

2.3 Monitor and respond appropriately to any staffing requirements or issues that may impact upon cleaning service provision.

2.4 Coordinate flexible cleaning cover across TWFRS locations in the event of absence and to provide additional support using a smart clean approach.

2.5 Assist in the monitoring and review of budgets associated with the Cleaning function.

2.6 Undertake duties in relation to the Financial Management System (SAP) to procure goods in accordance with Service procedure and to be responsible for the control and allocation of such goods.

2.7 Responsible for the implementation and delivery of a programme of planned and ad hoc inspections; reviewing and developing overall service provision on a continuous basis to ensure cleaning services are delivered appropriately.

2.8 Assist in managing stock levels as appropriate, overseeing orders, deliveries and regular stock checks, monitoring market prices to ensure value for money.

2.9 Responsible for the effective dissemination of information to ensure relevant personnel are kept up to date and advised of any changes to services.

2.10 Record, escalate and action any queries, comments, compliments or complaints in relation to the Cleaning function.

2.11 Action any defects which occur to cleaning equipment on non PFI locations in accordance with Service procedure.

2.12 Responsible for the creation and maintenance of all relevant COSHH records.

1. **HEALTH AND SAFETY (GENERAL POLICY)**
   1. By reference to current health and safety legislation and the Service's Health and Safety Policy to ensure that all employees:-
   2. Consider the safety of other persons who may be affected by their acts or omissions and to cooperate with their employer to perform and comply with any duties or requirements imposed upon them.
   3. Work with machinery, equipment and substances in accordance with information and training provided.
   4. Refrain from intentionally misusing or recklessly interfering with anything that has been provided for the purpose of health, safety and welfare.
   5. Report any hazardous defects in plant and equipment, or shortcomings in the existing safety arrangements, to a responsible person without delay.
2. **EQUALITY AND DIVERSITY (GENERAL POLICY)**
   1. To ensure an understanding and commitment to equality and diversity in accordance with service policies and procedures and demonstrate positive promotion of equality and diversity principles through working to the Service’s core values.
   2. To champion the principles of equality and diversity and provide appropriate advice, guidance and support.
   3. To challenge inappropriate behaviour and non-compliance with equality and diversity policies, procedures and principles.
3. **SAFEGUARDING**
   1. To promote the application of the Authority’s Safeguarding Policies.
4. **ENVIRONMENT STRATEGY**
   1. To demonstrate an understanding and commitment to the Service’s Environment Strategy, in relation to the environment and carbon reduction policies.