

Draft: Job Description

Title:	Team Leader – Housekeeping Services
Pay:	£11.80 per hour 37 hours per week delivered flexibly according to requirement(s) and need(s) over a minimum of 5 days
Base Location:	Lowestoft
Reporting to:	Head of Commercial & Customer Services
Main Relationships:	Access Community Trust (Employer) Lead personnel within buildings Customers of the project Staff and Customers of Employment Projects

Context:

Access Community Trust has a growing number of buildings which all require housekeeping services. A review of our cleaning services has highlighted a number of concerns from staff and clients which focus on the need for the organisation to develop and enhance the professionalism and management of our cleaning delivery in a post Covid-19 world.

A key element of the Housekeeping Service is to provide a mentoring and training forum for clients who are enrolled within the organisation's employment programmes thus providing both paid and training opportunities to those seeking a future of independent living.

In order for the organisation to pursue its aspirations the role of Team Leader is required to be responsible for the day to day running of the Housing Services operation.

The Housekeeping Service will encompass cleaning and basic maintenance tasks, such as changing of light bulbs and the unblocking of toilets, pipework etc where necessary. The Housekeeping Service will not operate a call-out system but will undertake tasks as required during normal attendance/allocated delivery times.

Key Tasks: Service delivery model

To review current cleaning practices with a view of developing and installing an easy to understand cleaning matrix per site detailing tasks and frequency

To continually review the timetable of cleaning services to ensure the most efficient and effective use of resources moving forwards.

To design and implement a training pack for use with colleagues aimed at demonstrating new skills learned, key H&S requirements and training, etc with the aim of giving the clients evidence which demonstrates their suitability for future employment in a similar environment.

To overview all cleaning operatives and to liaise with building managers to ensure standards are maintained and any issues are quickly identified and resolved.

To be the point of contact with the Hoarding Service to ensure cleaning requirements are scheduled, undertaken and delivered effectively and to required standards.

To link up with prospective cleaning operatives for the purposes of recruitment

To work towards being able to advertise the service to an external audience and to undertake associated meetings to be able to attract and win new business.

As an operational member of staff the postholder will also be expected to perform the tasks as listed within the Janitor Job Description

Key Tasks:

To lead by example and deliver/manage all the key delivery and HR components of the service to ensure the creation and development of a sustainable social enterprise delivering high quality cleaning and janitorial services

To review required cleaning materials ensuring the use of common equipment and associated COSHH sheets are available

To provide management, bespoke and tailored mentoring, training and support of staff and customers working within the service, using person centred and tailored techniques to ensure individual development and employability progression.

To encourage and install independence to support future employability of customers

To work with other internal and stakeholders and the customer to co-design training and improvement plans and a customer journey with the aim of supporting employability

To be responsible for high quality cleaning processes, methods and ensuring end-user satisfaction

Maintaining the availability of key delivery components such as cleaning equipment supplies, staffing provision etc.

To undertake risk assessments and ensure safe practices are followed through proactive and reactive safety and security checks, up to date and clearly annotated records, and to report any defects and hazards in accordance with Health & Safety policies.

All Access Community Trust post holders are responsible for:

- Working to the policies of Access Community Trust.
- Promoting equal opportunities and respecting diversity within all aspects of their work.
- Complying with Health and Safety Regulations.
- Carrying out additional tasks where appropriate, which may be allocated by the Senior Management Team (SMT).

Specification

The person appointed to this post would normally be expected to meet the following criteria:

Experience and Qualifications	<u>Essential or Desirable</u>
Experience in dealing with the target group	E
Experience supporting clients to access employment and/or learning.	E
A people person, able to adapt style on a person by person basis	E
Understanding of the complex and multiple needs of an individual	E
Experience of developing outcomes with disadvantaged groups.	E
Understanding of how the requirements of the role dovetail with the 'bigger picture'	E
Skills Knowledge	
Exceptional motivation skills and is able to inspire others.	E
Excellent communicator with strong interpersonal skills.	E
Excellent computer skills.	E
Ability to manage pressure and competing demands.	E
The ability to create, review and adapt individual action and training/development plans	E
Competent at producing reports and evidencing progress toward targets.	E
Ability to create aspiration and self-esteem directly and/or indirectly	E
Knowledge of cleaning practices, techniques and associated training techniques	E
Attributes	
Positive 'can do' approach.	E
Proactive, Self-motivated and enthusiastic with the ability to work on own initiative.	E
Excellent interpersonal skills with the ability to motivate others.	E
A good team player with a willingness to be flexible and adaptable	E
Highly organised and able to prioritise workloads.	E
An understanding of confidentiality and impartiality issues.	E
Drive to exceed targets	E
Qualifications/Training Held or Working Towards (as appropriate)	
Holder of a valid driving license and willingness to drive	E
Holds or is working towards a suitable management training/qualification (min L3)	E
Holds or is working towards a suitable COSHH training/qualification	E
Holds or is working towards a suitable Mentoring training/qualification	E
Holds or is working towards a suitable IOSH qualification	E