

## **JOB DESCRIPTION**

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| <b>Directorate:</b>             | CEX – Chief Executives   |
| <b>Division:</b>                | Housing  |
| <b>Post No &amp; Job Title:</b> | H142 – Cleaning Team Leader  |
| <b>Grade:</b>                   | Grade 6  |
| <b>Responsible to:</b>          | H61 – Lettings Manager   |
| <b>Responsible for:</b>         | Cleaning Team  |
| <b>Main purpose of the job:</b> | <p>Promote a positive image of the Council as landlord through ensuring high quality cleaning of Independent Living Schemes.</p> <p>Ensure Mobile Cleaning service is fully utilized and quick completion of void cleans.</p> <p>Ensure that cleaners have full support and training to complete their role effectively.</p> |

### **Main Duties and Responsibilities:**

1. To undertake management of the Cleaning Team, working across the Borough to include full line management responsibilities for the cleaners and mobile cleaners including managing performance, absence management, performance appraisals, recruitment, regular team meetings and individual personal development
2. Manage Cover rota to ensure that customers receive a seamless service
3. Ensure Mobile Cleaning service is fully utilised, so that void properties can be promptly cleaned and available for letting to reduce average relet time and general needs schemes are kept to a high standard of cleanliness
4. Complete risk assessment and training for employees on Health and Safety matters, including COSHH and manual handling
5. Design all forms required to be completed by Cleaning Team to confirm work completed and to check standards. Update these when requirements or legislation changes.
6. Regularly audit records kept to ensure that records are accurate and complete  
Day to day line manage the Borough Markets Officer and any temporary or casual staff used to porter council equipment or implement health and safety measures;

7. Regularly monitor the work of the team to ensure that health and safety requirements are met and high standards are maintained
8. Facilitate the Tenant Inspector programme, ensuring the tenants have adequate training and remain safe whilst working in their role
9. Provide performance information as required to monitor the performance of the Cleaning Team
10. Monitor the use of lone working devices, ensuring the correct training and guidance is provided. Respond and investigate any activations of lone working devices
11. Order cleaning materials and equipment ensuring value for money.
12. Liaise with other teams regarding any issues identified, including Independent Living Team Leaders and Voids Surveyor
13. Encourage tenants to comply with their Tenancy Agreements in respect of rubbish and general cleanliness.
14. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

#### **DESIGNATED CAR USER**

A designated car user status has been attached to this post.

#### **SPECIAL CONDITIONS**

Duties may include attendance at evening meetings and/or work outside normal office hours.

#### **RESTRICTIONS**

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

#### **NOTE**

The above job description sets out the main responsibilities of H142 – Cleaning Team Leader, but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.