

<b>Job title:</b>	<b>Communal Services Team Leader</b>
<b>Directorate:</b>	<b>Homecare</b>
<b>Date written:</b>	<b>March 2022</b>
<b>Notice period:</b>	<b>1 month</b>
<b>Job code:</b>	<b>1230</b>
<b>Job grade:</b>	<b>GG5 9</b>

### **Purpose of job**

To be accountable for the delivery of the communal cleaning service through a designated team in a defined geographical operational area. Ensuring resources are utilised efficiently and work is completed to the required standard.

### **Key duties and responsibilities**

- Develop a highly motivated high performing, customer obsessed, values-based team. Working closely and collaboratively with colleagues across the business to ensure the delivery of a high performing communal cleaning service to all our customers within the operating area.
- Ensure all operational performance criteria are met and/or exceeded as required by the business. Monitoring performance, undertaking reviews, and collating reports on progress, taking appropriate action where necessary.
- Dealing with customer feedback, taking responsibility for complaints within the operating area to ensure a high level of customer satisfaction is maintained liaising appropriately.
- Maintaining records to support the monitoring and reporting on performance progress, quality control and budget reconciliation.
- Organise and complete any necessary checks to ensure that all colleagues within the operating area are fully compliant with Abri & Homecare processes, as well as training requirements relating to their specific roles.
- Ensure the safety of all team members, other colleagues, suppliers, and members of the public through effective H&S management in all aspects of work. Maintaining compliance across the team with all current and changes to H&S requirements.

- To be responsible for ensuring that all equipment used by the communal cleaning team is in a good safe working condition with any repairs work managed without a disruption to the service.
- Responsible for ensuring there are materials and supplies appropriate to communal cleaning available at all times
- Any other duties that are commensurate with the role.

### **Knowledge, skills, and experience required**

- Qualification in communal cleaning or equivalent field.
- H&S qualification (e.g., SSSTS, SMSTS, IOSH) with a solid working knowledge of application of Health and Safety legislation and how to keep people safe in a maintenance or minor works onsite environment.
- Demonstrate experience of working in a similar role within a communal cleaning environment.
- Experience of managing a mobile workforce of circa 10 trades to deliver a quality communal cleaning service.
- Demonstrable ability to identify risk and support & deliver effective and appropriate decisions and outcomes.
- Demonstrable experience and solid understanding of cost management in a communal cleaning environment.
- Good commercial awareness with an ability to utilise system data to analyse operational and financial performance.
- IT Literate with experience of grounds maintenance systems, job management and diary planning for the workforce.
- Team player who fosters positive working relationships at all levels.
- Full Driving licence and or the ability to travel in a timely and efficient manner to visit sites and attend meetings frequently located in areas which are not covered by public transport.
- Demonstrates our Values and Behaviours.