



JOB DESCRIPTION

Cleaning Team Lead

Place of work:

Scope and purpose: The position is responsible for ensuring that all DOC cleaning standards are maintained and monitored to ensure client site is always compliant and audit ready. The role covers a wide variety of tasks with a team of multi nationals.

Responsible to: General Cleaning Assistance Manager

Liaise with: All cleaning staff, clients and customers and delivery personnel.

MAIN DUTIES

- Responsible for the day to day operations of your DOC Team on the client site
- Ensure all schedules are planned and executed correctly in line with site needs and requirements
- Supervise all activities for your DOC team
- Ensure all areas are always kept to a high standard.
- Be a point of contact for all DOC related issues
- Have plans in place to ensure all areas captured considering absenteeism or holidays
- Advocate and develop a positive health and safety environment onsite
- Manage all accidents and unsafe conditions/incidents.
- Communicate in a timely manner all one-point lessons to the team to prevent reoccurrence.
- Overseeing, clear exception and amend accordantly teams schedule on Kronos system.
- Monitor stock levels of the inventory stock and provide according information to the site Admin for monthly budgets.
- Manage and report on site safety metrics Good Saves, Incidents for the team
- Carry out performance appraisals for direct reports.
- Carry out daily/ weekly team meetings and capture meeting minutes/actions
- Have full knowledge of all areas which are to be cleaned in the course of duty;
- Ensure all areas are cleaned/ sanitise efficiently and in a timely manner to the required standards;
- Have full working knowledge of all cleaning equipment, materials and agents and use cleaning equipment as directed by your line manager only after correct COSHH and equipment training has been given. Report any equipment which is faulty, mark as faulty and do not use;

- Report any safety hazards or inappropriate compromises to the line Manager e.g. locked fire door, lifting flooring, lights not working etc.;
- Ensure that the specified safety signage is used at all times, e.g. wet floor signs and warn or advise customers where possible;
- To be aware of material expenditure and cost and avoid unnecessary waste;
- Ensure that cleaning stores are kept clean and tidy and equipment stored safely at all times;
- Comply with all security regulations for cleaning materials, equipment and buildings as laid down by client and Sodexo and report immediately any shortages or discrepancies found;
- Ensure all cleaning equipment is kept clean & maintained in safe working order. Report any defects to the Manager immediately.
- Comply with all Company & client policies and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place;
- Document completion of duties by completing forms, reports, logs, and electronic records and also reviewing the records after completion.
- Complete all required documentation accurately and legibly.
- Carry out all other reasonable tasks as directed by management.
- Carry out daily spot checks to ensure all areas maintain the highest standard.
- Administer the payroll for establishment staff and maintain personnel records to comply with statutory regulations and Company policy.
- Recruit, manage, induct, train, motivate and appraise staff to promote good employee relations and operate within Company procedures, legislation and the Investors in People standards. (Staff appraisals to be conducted at least annually). Maintain training records for all staff, ensuring that individual needs are recognised and met either through on or off job training.

KEY RESULT INDICATORS

- Comply with Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
- To be agreed with Line Manager for particular location. K.P.I.'s to be monitored as part of performance review and appraisal process.
- To deliver consistent level of service within the company standards to the contract specification and agreed performance qualitative and financial targets.

Essential Experience, Skills and Personal Qualities:

- Experience in the Pharmaceutical industry
- Shows creativity and courage in exploring new approaches Planning
- Ability to empower and motivate others
- Open to feedback, responds to coaching and is a skilled learner
- Excellent organisational skills
- High Sense of Responsibility
- Strong leadership, communication (written and oral) and interpersonal skills
- Self-motivated and results oriented
- Ability to prioritise your own work with excellent capability to multitask
- Excellent attention to detail
- Encourages and supports collaboration across internal and external departments

- Delivers results, strives for continuous improvement. Achieves high performance expectations, is accountable and has a keen sense of priority and urgency.
- Demonstrated use of initiative and be self motivating
- Ability to resolve problems in a safe and timely manner
- Excellent customer service skills
- Excellent people management experience
- KPI and report driven

NB. Whilst every effort has been made to ensure the details of this job description are correct – due to the varied requirements of the support services industry, this job description cannot be exhaustive. Therefore, the jobholder may be required from time to time to carry out other tasks as required by management in order to meet the operational needs of the business.

SIGNED BY EMPLOYEE:

PRINT NAME:

DATE :

SIGNED ON BEHALF OF SODEXO:

PRINT NAME:

PRINT TITLE:

DATE:
