

JOB DESCRIPTION

JOB TITLE: Cleaning Team Leader

LOCATION: Dolphin Shopping Centre, Poole

REPORTING TO: Cleaning Supervisor

OUR VALUES AND BEHAVIOURS

Respect - This means respecting each other, great communication, valuing contributions, respecting differences and supporting one another.

Collaboration - This is all about teamwork and remembering that we are all working towards the same goal. It's also about how we work with our clients and their other suppliers. We are one team!

Integrity - This is about being honest, reliable and trustworthy and always delivering on promises.

Innovation - This is about striving to always improve, working smarter, coming up with new ideas and having the confidence to share them. At the same time it's about embracing change.

Excellence - This is all about striving to be the very best brand ambassador, exceeding expectations to build value and give us and our clients a real competitive advantage.

Trust - This is all about being consistent, organised and reliable. It's also about doing what you say you are going to do and not promising what you can't deliver.

OVERVIEW OF JOB DESCRIPTION

Ensure the smooth-running of the Shopping Centre and delegate jobs to the Cleaning Operatives as required. Give the team training and refresher-training where needed. Spot cleaning defects on the shop floor and be pro-active in resolving them. Team Leaders are responsible for completing daily health and safety check paperwork and other generic training paperwork.

Main Duties & Responsibilities:

- Day to day liaison with the Manager on a range of service delivery matters.
- To ensure that all team members carry out their cleaning duties in a correct and timely manner in accordance with cleaning specification and standards.
- To carry out cleaning assignment responsibilities as designated by the Manager.
- Under the direction of the Manager, co-ordinate the response to any unforeseen incident or problem including staff absenteeism.
- Complete building inductions & training for all Cleaning Operatives.
- Keep a daily record of the spillages control locating them into the folder.
- Ensure that all team members are familiar with and adhere to the Company's Policies and Procedures.
- Keep records of the cleaning stock taken and put into the folder.

- Pre-Use check machineries records locating into the folder.
- Keep records of the spillages Kit locating them into the folder.
- Making writing reports in general (bad behaviour, machineries damages and task handovers)
- Dealing with rotas on a Daily basis.
- Recruiting new starters make sure to do the first formal interviews and dealing with ABM applications forms.
- Conduct quality audits to ensure service delivery adheres to the requirements of ISO9001.
- Take responsibility for making all Cleaning Operatives aware of and that they are familiar with the correct use of all equipment and materials. Responsible for control and distribution of cleaning material ensuring stock rotation and safety in storage.
- Complete HR related tasks for the staff under your control as agreed with the Manager.

Person Specification:

Essential

- Supervisory & cleaning experience preferred
- Ability to communicate at all levels, with good written and spoken English
- Strong customer care and leadership skills
- Must be a good leader, motivating and able to work under pressure to meet deadlines. Problem solving and time management skills desired
- Basic IT skills essential
- Ability to do a formal interview
- Ability to work to set schedules and on own initiative
- Flexible and proactive attitude essential
- Understanding & knowledge of health and safety policies
- Needs to represent ABM values on site by being presentable, uniformed and helpful at all times
Willing to go the extra mile
- Experience of co-ordinating a range of tasks and individuals
- Follow the Company Policies and procedures at all times
- Ensure that Cleaning Operatives, or visiting workers for whom they are responsible receive suitable induction training and information about emergency procedures.
- Ensure the necessary risk assessments have been done and the safety provisions relating to the work discussed with those doing it.
- Confirm that those under their supervision have received training appropriate to their needs and that safety considerations are integrated into this training
- Document and reporting of training given to Cleaning Operatives (Toolbox Talk)

- Ensure that the work environment and equipment are safe and well maintained
- Identify and correct hazardous conditions
- Investigate accidents or incidents and revise risk assessments where necessary
- Monitor compliance with risk assessments, enforce the control measures and stop anyone who fails to comply.

Desirable

- Verbal and written English is essential due to the nature of the business
- Flexible and adaptable
- Good team player
- Attention to detail
- Previous experience with cleaning machinery and chemicals preferred.

HEALTH & SAFETY RESPONSIBILITIES

- Follow Group and company policies and procedures at all times;
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment;
- Use all work equipment and personal PPE properly and in accordance with training received;
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system;

BENEFITS

- Free Parking
- ABMCares
- ABM Apprenticeships
- Store Discounts
- Access to Perkbox
- First Aid Training
- IOSH Managing Safely Training
- Computer Training

NOTE

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.

Please note that ABM are an equal opportunities employer, we do not discriminate and welcome all responses.

