



Cleaner-Caretaker Team leader

Responsible to	TBC
Responsible for	Cleaner-Caretakers
Hours of work	Full time. The work is required to cover 7-days a week which means working to a 7-day rota.
Grade	C
Location	Windmill Hill City Farm

Purpose

To clean the site and facilities, prepare spaces for hire, secure the site at the end of the day and to line manage the team of cleaners/caretakers ensuring that an excellent caretaking/cleaning service is provided.

Main duties and responsibilities

Team Leader

- ◆ Effective management of the performance of staff, monitoring progress against individual objectives and providing guidance and direction to staff where needed.
- ◆ To promote staff motivation and a proactive working ethos with all staff members.
- ◆ To deal promptly with any concerns with performance, conduct and sickness following the appropriate policies and procedures.
- ◆ To manage staffing rota when staff are on annual leave or absent.
- ◆ To constantly check the standards of the cleaning throughout the shift in all areas and record any damage to the building or health and safety issues and ensure any service delivery shortfalls are rectified before the next working day.
- ◆ To ensure all staff understand the correct use of cleaning materials and are instructed in the safe use of all substances and manage to COSHH regulation.
- ◆ Maintain health and safety records (eg COSHH and accident books).
- ◆ Be a key holder to ensure the site is securely shut down at the end of the day.
- ◆ To ensure that stock levels are adequate on site for all consumables and to ensure that regular stock checks are undertaken.
- ◆ To keep records of deep cleans, window cleaning and carpet cleaning.
- ◆ To complete any cleaning audit paperwork as directed by your line manager.
- ◆ To operate and train staff on the use of cleaning machinery in accordance with instruction.

Cleaning and caretaking

- ◆ Clean the facilities (café, nursery, other rooms, public areas and toilets) to a good standard (eg clean floors, windows, surfaces, pick up litter, empty bins).
- ◆ Washing dishes to support nursery food service.
- ◆ Clean and re-stock toilets (eg toilet paper, soap)
- ◆ Ensure that there are adequate supplies of cleaning materials and that cleaning equipment is well-maintained and in good order.
- ◆ Open and close premises as required.
- ◆ Ensure alarm and heating systems are set and functioning.



Job Description

Room Hire

- ◆ Support the delivery of the room hire service (setting out furniture, responding to requests).
- ◆ Introduce visitors to housekeeping arrangements (eg fire procedure, facilities).
- ◆ Ensure a hospitable environment and good customer experience in room hire.
- ◆ Clean and tidy rooms between bookings.
- ◆ Act as a source of information to visitors on site (eg general public, access for contractors or specialist services).
- ◆ Respond to urgent situations (eg spills and breakages, last-minute changes).

General

- ◆ Work within and to promote the aims and objectives of the City Farm, and to present a positive image of the Farm to the public.
- ◆ Abide by the City Farm's policies.
- ◆ Carry out any other duties commensurate with the responsibilities of the post, as required.
- ◆ Take part in Farm events where required.

It is the nature of work of within this team that tasks and responsibilities are, in many circumstances unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description have to be undertaken. The nature of work at WHCF and working with volunteers and the general public requires a flexible approach to hours of work including evening and weekend working. As a small team it is essential that everyone could, if required, handle all routine day-to-day tasks.

The work is required 7-days a week which means working to a 7-day rota.

Person Specification

Essential

- ◆ Previous experience of managing a team of cleaners
- ◆ Experience in cleaning to a high standard, preferably in a public environment.
- ◆ Positive can-do attitude
- ◆ Commitment to customer service with good communication skills.
- ◆ Ability to keep notes/records of work performed.
- ◆ Able to prioritise tasks and to work efficiently with time constraints.
- ◆ An eye for detail and a sense of pride in cleaning well.
- ◆ Knowledge of health and safety legislation applicable to the role.
- ◆ Ability to handle a range of physical work including carrying furniture.
- ◆ A proven ability to work flexibly and as part of a team.
- ◆ Able to operate on own, using initiative to solve problems arising from workload.
- ◆ Basic computer skills (eg email, checking bookings)
- ◆ A clear commitment to Equal Opportunities perspective in all areas of work.
- ◆ The post is subject to an enhanced DBS check.

Desirable

- ◆ Ability to communicate with visitors in a confident, friendly manner.
- ◆ Experience of working with a wide range of people from a variety of backgrounds and ages.
- ◆ Qualification to level 3 in cleaning
- ◆ An interest in the aims and mission of the Farm.

Job Description

