

Domestic Team Leader

Job Description



Aim: To work as part of the team cleaning all allocated areas and buildings including residential boarding houses, the main sports centre, Chapel, classrooms, laboratories, offices and communal areas such as toilets, dormitories, stairs, corridors and landings, ensuring all areas and domestic facilities are clean and ready for use on a daily basis. Responsible for dedicated and casual cleaning staff, the Team Leader ensures that high standards of cleanliness are delivered at all times.

Reports to: Domestic Services Manager

Salary: £23,634 per annum

Other benefits: Lunch during Wycombe Abbey School term time.
Use of the Davies Sports Centre at specified times.

Hours of work: 40 hours per week 07:00 – 15:00 Monday to Friday, 52 weeks per year. Hours include a 30-minute unpaid lunch break and a 20-minute paid tea break per day.

Areas of responsibility:

- Communicate daily and weekly with the Domestic Services Manager regarding cleaning standards, staffing feedback and any other updates.
- Effective instruction and leadership of all domestic staff to ensure delivery of the operation covering all required areas of the school on a daily basis.
- Regular visits to allocated areas and buildings across the site to monitor and audit standards of cleanliness, to establish and implement ways to improve and meet the evolving cleaning needs of the School.
- Deliver schedules for more specific needs such as deep-clean timetables, fully utilising quieter periods, and provision for special events such as parents' evenings, open days, courses and functions.
- Induct and train new staff and ensure that all mandatory training is carried out in accordance with school processes.
- Provide training to new staff in relation to expected standards and quality of general cleaning and Health and Safety requirements, particularly regarding the operation of equipment, manual handling and COSHH.
- Monitor performance objectives and standards for staff, and deal with staff disciplinary issues appropriately, referring to the Domestic Services Manager and HR Department for support.
- Carry out annual performance reviews for all staff.
- Monitor working times to ensure that wages, overtime and timesheets are completed correctly.

- Maintain supplies of cleaning materials and equipment, keeping check of what will be required and placing orders to maintain stock levels.
- Ensure hygiene facilities such as toilets and bathrooms are cleaned and checked so that they are maintained to the highest standard and equipped with appropriate toiletries and sanitary products.
- Liaise with Estates Department, reporting any defects in a timely manner.
- Monitor and request the servicing and maintenance of cleaning equipment.
- Ensure staff maintain equipment that is clean and fit for purpose, e.g. cloths, dusters and mop heads, vacuum cleaners and arrange for replacements as needed.
- Develop and maintain excellent relationships with other departments across the School, upholding the good reputation of the Domestic Team.
- Focus on timely and accurate communication within the Domestic Team, ensuring that all necessary information is disseminated using the most suitable communication method. Where relevant, take and keep appropriate notes of meetings and actions taken.
- Ensure that Domestic Staff who hold keys understand and follow security procedures, locking up when work is completed and reporting any breaches of security

Person specification

Specialist Knowledge and Experience

- Experience of a large-scale cleaning operation.
- Experience of supervising a team.
- Recognised training certificate or qualification in cleaning training, would be advantageous.
- Certificates, qualification or training in relevant areas of Health and Safety – in particular COSHH but also general risk assessment, manual handling would be advantageous.
- Ability to provide training and guidance to staff on standards, in particular COSHH.
- Ability to use standard IT packages – Microsoft Outlook, Word and Excel may be an advantage

Team working

- Ability to develop effective and supportive relationships with colleagues, both internal and external both in terms of social interaction and positive support with team workload.

Using initiative

- Ability to work unsupervised and to take responsibility for own actions with a good attention to detail. To be a “starter/finisher” and to be proactive in seeking solutions to enable conclusion of tasks.

Customer focus

- Able to build rapport easily, put the customer first and work hard to meet their needs.

Communication

- Experience of communicating effectively, both verbally and in writing, adapting style to suit the audience. To be pro-active in advising colleagues of the status of tasks and due key information. Able to maintain confidentiality.

Organisation

- Ability to organise time effectively, creating work schedules, prioritising workload and meeting deadlines.

Flexibility

- Successfully adapts to changing demands and conditions.

Special conditions

- The post is conditional to an enhanced DBS check.

Child Protection Statement

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact will be to adhere to and ensure compliance with the School's Child Protection Policy Statement at all times. If in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the school s/he must report any concerns to the School's Designated Lead for Safeguarding or to the Headmistress.

The School values of Trust, Encouragement, Mutual Respect, Dynamism, Excellence, Innovation, Service and Balance should be followed to enhance working relationships and to benefit the whole School community.

The duties and responsibilities contained within this job description may change from time to time according to the requirements of the role. This document is not intended to have a contractual effect.