



CHRIST'S HOSPITAL

A SCHOOL LIKE NO OTHER

TEAM LEADER

JOB DESCRIPTION			
Department	Operations	Date	April 2025
Responsible to	Operations Manager / Senior Team Leader	Responsible for	Performing a variety of housekeeping tasks at Christ's Hospital
JOB PURPOSE			
<ul style="list-style-type: none">• In collaboration with other Team Leaders and the Operations Manager, provide support, assistance and leadership within the housekeeping team and across other associated areas within Support Services.• On weekdays, to work alongside the existing Team Leaders within the housekeeping department in training, supervising, assisting and monitoring team performance.• On weekend days, to be responsible for leading the weekend team across the cleaning operation, with the potential to be utilised in other areas, such as portering and/or laundry operations if required.• To support the work of the Team Leaders and deputise for the Operations Manager during periods of annual leave.			
Responsibilities/Accountabilities			
<ul style="list-style-type: none">• To supervise (under the direction of the Operations Manager) all aspects of cleaning and portering/ laundry operations as required on the campus in collaboration with other departmental Team Leaders.• Through direction from the Operations Manager, to train, signpost, coach and mentor employees to ensure they are suitably proficient to carry out the required tasks.• To monitor all aspects of performance: conduct, capability, quality of work, achievement of workload and the undertaking of safe operating procedures.• In accordance with the relevant policies and procedures, to assist the Operations Manager in staff management processes, both informal and formal, relating to attendance, capability and conduct.• To adopt early intervention strategies in the management of all staff issues, giving direction and feedback that is timely, consistent, constructive, fair and evidence based.• To encourage, by modelling through own behaviour, respectful working relationships with all team members, internal customers and external parties.• Monitor the fairness of the distribution of tasks and the division of workload amongst cleaning operatives and that all early/late duties are evenly shared.• To assist the departmental team leaders in efforts to reduce wastage and overspend by ensuring that cleaning products and equipment are used correctly.• To assist other departmental team leaders in the control of all cleaning material stock ensuring there are always sufficient materials on hand to achieve high standards.• To ensure relevant cleaning equipment is available for use in a timely manner and that all unserviceable items are withdrawn from use and either replaced/repared as soon as possible.			



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- To be conversant with all relevant CH policies and procedures with particular regard to cleaning, hygiene, Health and Safety; Safeguarding, conduct and attendance, ensuring they are complied with by all staff.
- Ensure that all members of staff are correctly and adequately clothed in CH corporate issued items at all times.
- Ensure cleaning and support responsibilities of the teams are suitably covered in the event of staff absences, and if required, complete cleaning tasks willingly and competently.
- Assist the departmental team leaders to ensure plans are made and implemented to cover all pertinent additional activities e.g. deep clean in school holiday/post event cleaning, Beating Retreat, Speech Day and Open Days.
- Assist the support team leaders with the production of bi-annual personnel reports and annual appraisals for departmental staff.
- In the event of a major incident or disaster, you may be required to provide assistance, in whatever capacity necessary and participate in any training to ensure the School is fully prepared.

Christ's Hospital is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment

PERSON SPECIFICATION

Experience

(Types of experience needed)

D – Desirable - **E** - Essential

- Customer service focus, cleaning/domestic service work experience. (E)
- Proven experience of undertaking a range of general cleaning duties, completing tasks to a high standard. (D)

Qualifications

(Minimum qualifications needed, relevant experience may be a substitute)

D – Desirable - **E** - Essential

- Relevant qualification in COSHH. (D)
- Manual Handling and Fire Safety Awareness Training. (D)
- In-house coaching/training & NVQ and BICS. (D)
- Willing to develop skills and abilities. (E)

Skills & Abilities

(Written/oral communication, dealing with public, team working skills, etc.)

D - Desirable

E - Essential

- Able to understand and to read English for the purposes of:
 - To read and/or take and to follow clear instructions.
 - To understand and follow Safety signs (E)
- Able to perform tasks of a physical nature including bending, twisting, pulling, pushing and lifting. (E)
- Physically able to: manage all items of manual and electrical cleaning equipment; climb stairs many times throughout the day and cover large distances comfortably and at reasonable pace on foot while moving from location to location on a large site. (E)
- Ability to demonstrate team working skills. (E)
- Self-motivated. (E)
- Proven ability to work unsupervised/ with minimal supervision at times. (E)
- Ability to work flexibly, prioritise and manage workload and pressure. (E)
- Ability to use initiative when confronted with new task/situation. (E)
- Able to understand the concept of Safeguarding children. (E)
- Reliable and calm. (E)