JOB DESCRIPTION

<table>
<thead>
<tr>
<th>JOB TITLE</th>
<th>Cleaner Team leaders</th>
</tr>
</thead>
<tbody>
<tr>
<td>OFFICE LOCATION</td>
<td>London, Covent Garden</td>
</tr>
<tr>
<td>REPORTS TO</td>
<td>Cleaning Manager</td>
</tr>
<tr>
<td>DIRECT REPORTS</td>
<td>None</td>
</tr>
<tr>
<td>WORKING HOURS</td>
<td>Dependent on the shifts available (40hours, 36hrs or 30hrs per week) across Mon – Sun to be confirmed with the cleaning manager</td>
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</tbody>
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Summary

Cleaner team leaders are responsible to assign cleaning areas to staff, carry out daily inspections to ensure cleaning operatives are cleaning the premises effectively and ensuring that cleaning operatives follow health and safety procedures.

Cleaner team leaders are responsible for ordering stocks of cleaning materials, and researching potential developments in cleaning equipment that could improve the service provided.

Cleaner team leaders are responsible for ensuring that all cleaning operatives are effectively trained and that their workload is manageable.

Responsibilities

Cleaner team leaders have overall responsibility for the day-to-day cleaning operation so that the building the surrounding areas are clean and safe. They are still expected to undertake cleaning tasks within the building but have additional responsibilities like administration and supervision.

- Cleaner team leaders are the front line staff here in Covent Garden and are the ambassadors of the estate brand
- Cleaner team leaders have overall responsibility for the day-to-day cleaning operation so that the building and its surrounding area are clean and safe for people to live or work in.
- Cleaner team leaders will undertake cleaning tasks within the building but have additional responsibilities like administration and supervision.
- Cleaner team leaders will be required to supervise that all areas are to kept to a very high standard of cleanliness at all times.
- Cleaner team leaders will deliver excellent customer service to both guests, customers and staff
- Cleaner team leaders will seek out opportunities to interact with the guests and tenants in a positive manner to enhance their experience here in Covent Garden
- Cleaner team leaders have the responsibility to maintain the assigned areas to a very high standard of cleanliness at all times
- Carry out duties as directed by the Cleaning Manager
- Ensure that cleaners clean all areas to maintain a litter free condition
- Clean and maintain all back up areas to a high standard of cleanliness
- React to all requests from the client or management team within the specified time frame
- Work in a safe manner at all times
- Notice and report any H&S issues that may arise within the estate
- Represent the brand in a positive manner at all times
- Deliver an excellent experience to all customers and guests
- Use all assigned equipment in a safe manner and ensure that it is passed across the cleaning team
- Use all PPE that is required and provided for all tasks
- Follow all legislation that pertains to the delivery of any tasks assigned to you, such as COSHH
- Provide weekly inspections reports to the Cleaning Manager
- Monitor/ report staff absence/lateness

Skills and Experience

- Team leader experience
- Customer service focussed outlook
- Excellent communication skills
- Positive disposition
- Experience of working in the cleaning industry
- Experience of working in a customer friendly environment
- Knowledge of relevant standards and legislation such as COSHH, risk assessments, hygiene standards, basic health and safety
- Training certification to NVQ Level 2 in Cleaning or Customer Service
- Experience in a similar environment desirable
- Good degree of written and spoken English
- Smart in appearance
- UK driving license