



Job title	Facilities Team Leader (Domestic Services)	Job family and level	O&F Level 2
School/ Department	Estates and Facilities, Campus Services Team	Location	Any University site/premises

Purpose of role

To provide support to the day-to-day running of The University buildings including cleaning standards, health and safety and general maintenance whilst adhering to The University's policies and procedures. To provide an excellent customer experience to support the student journey and be the estates point of contact for contractors, visitors and building users.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Organise, operate, and supervise the cleaning operation, providing a comprehensive service. Motivate and encourage staff to work efficiently to achieve a high standard of work. Monitor and audit cleaning standards on a regular basis in order to ensure the service level agreements are achieved, maximising the student experience.	20%
2	All aspects of staff supervision within a unit, taking part in interviewing, induction, and training for individuals as well as low level performance management. Hold regular staff meetings and toolbox talks, taking minutes of discussions/actions and communicate changes to cleaning staff.	15%
3	Inspect fixtures and fittings and infrastructure daily and report faults promptly to assist in the building maintenance. Identify and complete small-scale maintenance as required contributing to a comfortable and safe environment for all users. Set up and maintain rooms to default layout and ensure adequate supply of consumables are available for teaching and conferences.	15%
4	Lock and unlock buildings as required to maintain a secure and safe environment for all users. Keep all keys securely, issue/receive them to/ from staff and contractors, adhering to key policies and procedures. Test fire alarms, refuge telephones and run showers as per schedule to maintain a safe environment for all.	10%
5	Assist with internal office moves, where practical, to accommodate user requests. Support in provide a reception service in identified buildings for visitors, staff, and students, dealing with enquiries, offering assistance and information as required. Communicate with relevant customers, schools and departments over any specialist cleaning or building requirements in order to enhance the student experience.	10%

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
6	Maintain accurate stock control, including ordering, delivery checks, line checks, control of wastage and transfers between units.	5%
7	To be fully conversant with and competent to use all systems and equipment in area of work. Regular use of computers and University software, including to record and report staff attendance, sickness, and annual leave.	5%
8	Successful supervise adherence to Health and Safety and COSHH regulations, University and relevant external, policies, procedures, standards, and codes of practice.	10%
9	Undertake and utilise training and development required for the role to enhance knowledge, skills and improve service delivery. Record and report completed tasks.	10%
10	Any other duties appropriate to the grade and role of the appointed person.	

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Actively seeks to develop self ▪ Adaptable ▪ Attention to detail ▪ Concentrates attention and activity on customer ▪ Effective communicator ▪ Basic computer skills 	<ul style="list-style-type: none"> ▪ Seeks explanations and solutions ▪ Basic maintenance experience ▪ Time Management Skills ▪ Manual handling training
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience of working in a customer facing environment ▪ Cleaning experience gained within a similar environment ▪ Supervisory experience 	<ul style="list-style-type: none"> ▪ COSHH training ▪ Previous experience in an educational establishment ▪ Experience of carrying out office moves ▪ Knowledge of fire and security alarm systems ▪ Knowledge of local area
Qualifications, certification, and training (relevant to role)	<ul style="list-style-type: none"> ▪ Good level of literacy and numeracy 	<ul style="list-style-type: none"> ▪ Customer Service qualification ▪ Basic Health and Safety qualification (IOSH for example)



The University strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women's careers. It is our mission to ensure equal opportunity, best working practices, and fair policies for all.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.
- Taking ownership** Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.
- Forward thinking** Demonstrates the ability to learn and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.
- Professional pride** Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.
- Always inclusive** Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability, or any other characteristic.

Key relationships with others

