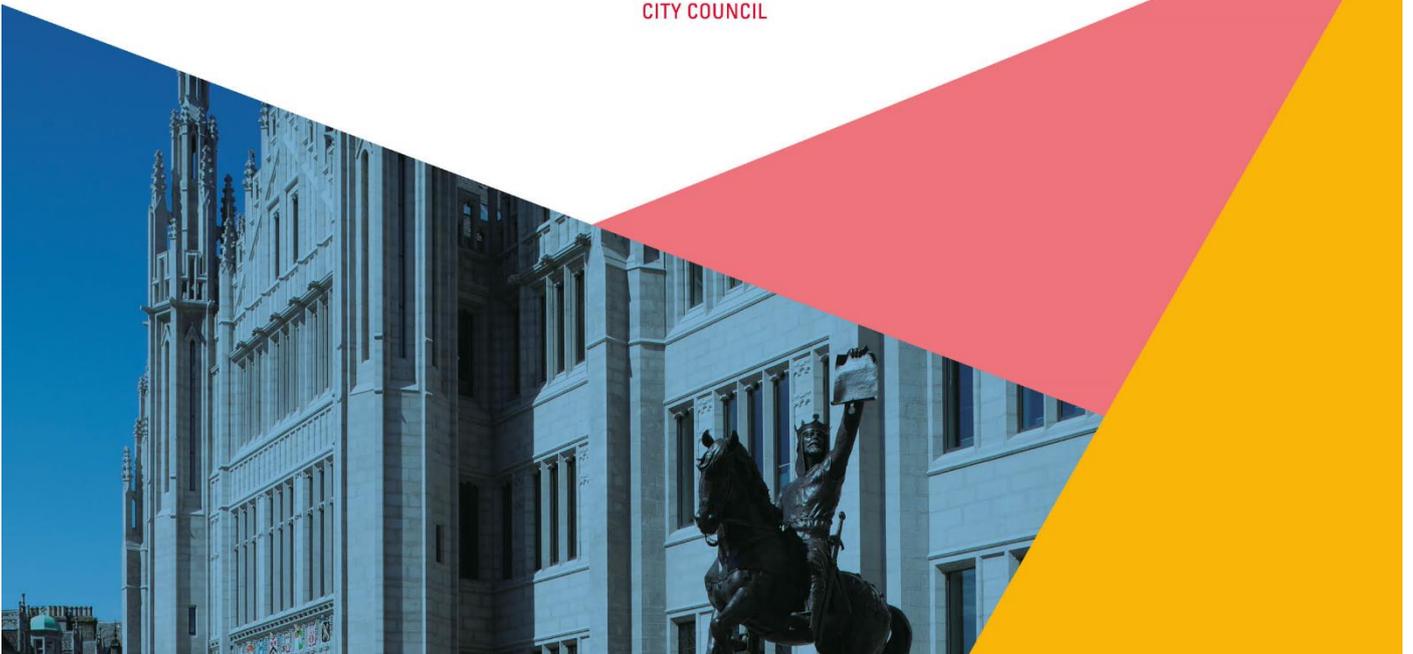


Aberdeen City Council

Job Profile

Cleaning Team Leader



About Aberdeen City Council

Our purpose is to ensure the People and Place of Aberdeen prosper and to protect the People and Place from harm.

The [Local Outcome Improvement Plan 2016 – 2026](#) (LOIP) identifies how Aberdeen City Council, together with our [Community Planning Partners](#), will tackle the key issues facing our city to ensure Aberdeen is a place where all people prosper. The LOIP sets out our shared promises to the people of Aberdeen:

- **Prosperous Economy** - Aberdeen has a flourishing, thriving and successful local economy.
- **Prosperous People** - People in Aberdeen are happy, healthy and enjoy positive life outcomes.
- **Prosperous Place** - People experience Aberdeen as the best place to invest, live and visit.
- **Enabling Technology** - Innovative, integrated and transformed public services.

To deliver our promises to the city of Aberdeen, our focus is on:

- Empowering staff to meet priority outcomes
- Empowering the communities, we serve to be self-sufficient
- Early intervention and prevention of harm to the people, place and economy of Aberdeen
- Connecting with citizens, customers and partners through our use of digital
- Using data and information to help us understand the demand on the Council and how we can better meet our outcomes
- Being entrepreneurial - creative and innovative in how we do our business.

We count on our employees to be enthusiastic and proactive public servants, who are committed to our purpose and motivated to make a positive and lasting difference to the city and its people.

Aberdeen City Council is arranged into six functions. Each function is divided into clusters, and within each cluster are service areas/teams.

About the *Operations* Function

The function brings together the leadership of Aberdeen City Council's 'in-house' delivery functions. It is deliberately aimed at the removal of service specific silos and behaviours and charged with joining up our delivery, adapting to meet demand and continuous operational improvement. Services are commissioned through the Commissioning function.

About the *Operations & Protective Services* Cluster

The cluster has responsibility for the delivery of frontline services relating to the cleanliness and functionality of the city, the properties and the green spaces which sit within it, the infrastructure which allows people to move around the city and the services which provide citizens with protection and assurance. The services which sit within this cluster are Bereavement Services, Building Services, Environmental Services, Facilities Management, Fleet and Transport, Operational Health & Safety, Protective Services, Roads & Infrastructure Services and Waste Services.

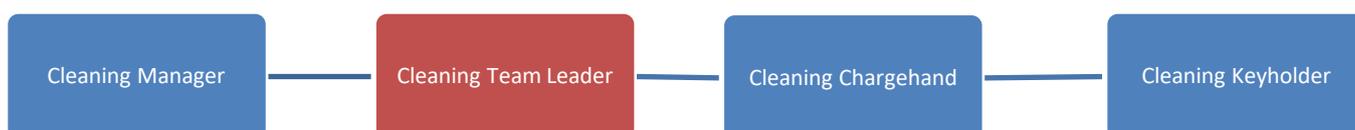
About the *Facilities Management* team

The team deliver a range of 'Soft' Facilities Management services within properties across Aberdeen City Council's non-housing operational property portfolio, targeted cleaning services within both the housing portfolio & for external clients and Passenger Transport services. The full range of services delivered are Education Catering, Cleaning (housing and non-housing), Distribution (mail and non-person transportation), Janitorial & School Crossing Patrol (schools only), Office & Building Management (at Council headquarters premises and city centre multi-storey car parks) and Passenger Transport (Public, Education, Social Care and Demand Responsive passenger transport) services.

About the Role

The role of Cleaning Team Leader will see you deliver a safe, secure and efficient cleaning service within defined input hours, schedules and standards. As part of a team of 6 Cleaning Team Leaders within the service you will have your own area of remit within Aberdeen City. You will be a member of a team of Cleaning employees and will oversee the work of the Cleaning Chargehands and Cleaning Keyholders for several varying functioning sites. You will have a keen eye for detail, be self-motivated and take pride in delivering valued customer service.

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| Job Title | Cleaning Team Leader |
| Grade | 12 |
| Location | Aberdeen City Wide |



Key Outcomes and Task Examples

| The post holder will deliver: | Examples of related tasks: |
|---|---|
| An efficient Cleaning service | <ul style="list-style-type: none"> • Manage the delivery of services to premises across Aberdeen City, such as Schools and other Educational establishments, Sheltered Housing Complexes, Offices, Libraries, Void Housing properties and others, as required by the service • Ensure that cleaning is carried out to agreed input hours, schedules and standards • Ensure that there is adequate stock, that there is only materials that are approved and ordered by the service and that these are being used to manufacturers guidelines by all Cleaning Service employees • Ensure that the team only uses equipment that has been provided by the service and that this equipment is used in line with manufacturers guidelines • Ensure that all Cleaning Keyholders are adhering to the above expectations • Be the point of contact for Cleaning Services for both liaison with Janitorial Services and for the service users • Participate in audits of Cleaning Service performance |
| Team Leadership | <ul style="list-style-type: none"> • Demonstrates a positive approach to work • Manages change effectively • Identifies issues and rectifies • Creates a work environment which promotes health, safety and wellbeing • Is supportive and encouraging • Represents team interests to higher management • Creates a culture of learning, eg coaches and mentors others • Carries out effective performance review (CR&D) for their team throughout the year – ie provides regular review and support, recognises good performance, deals with under performance and records an annual summary of performance |
| Employee supervision and appraisal | <ul style="list-style-type: none"> • Manage the day to day work activity of Cleaning Chargehands and Cleaning Keyholders • Perform annual appraisals with each Cleaning Chargehand and Cleaning Keyholder |

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| | <ul style="list-style-type: none"> Undertake management of Absence, Discipline, Grievance and Performance policy stages to appropriate level. |
| A flexible Cleaning service | <ul style="list-style-type: none"> Work in premises across Aberdeen City, such as schools and other educational premises, Sheltered Housing complexes, Offices, Libraries, Void Housing properties and others, as may be required by the service. |

Minimum Role Requirements

This section includes what the post holder needs to carry out the role or, for recruitment purposes, enables applicants to decide whether they meet these requirements.

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| As a minimum | <ul style="list-style-type: none"> A British Institute of Cleaning Science (BICSc) qualification is desirable or similar relevant qualification or ability to demonstrate significant experience attained. Experience of people management Ability to motivate a large, diverse staff group An appropriate level of health and fitness to carry out required duties and on occasion demonstration in using mechanical equipment Competency in the use of ICT equipment and software used by the service |
| Demonstrate skills and experience in | <ul style="list-style-type: none"> Cleaning processes and the use of cleaning equipment and materials Manual handling processes Health & Safety and COSHH Managing budgets and/or resources effectively |
| Demonstrate commitment to | <ul style="list-style-type: none"> Delivering outcomes for the citizens of Aberdeen and being customer focused Having appropriate, sufficient and effective communication channels in place The welfare needs of all customers Undertaking all mandatory training as defined by the organisation and any other training -personal or staff training as defined by the service Continuous improvement of service delivery Personal development Encouraging good working relationships Carrying out performance review (CR&D) for their team on an ongoing basis Managing Health & Safety and CoSHH in the workplace Financial monitoring and control measures |
| Demonstrate understanding of | <ul style="list-style-type: none"> Risk Assessment of cleaning processes The Control of Substances Hazardous to Health (CoSHH) Health & Safety in the workplace The English language, both written and oral, for Health & Safety and operational requirements. Providing services across multiple sites |

Behaviours

The post holder needs to demonstrate the following behaviours:

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| Communication | <p>An effective Aberdeen City Council manager:</p> <ul style="list-style-type: none">• Communicates in a way which is clear, open, honest and constructive; shares, listens and responds to information, options, ideas and instructions• Makes sure there are appropriate, sufficient and effective communication channels in place for the team, service or organisation for example regular 1-2-1s and team meetings• Keeps people up to date• Provides constructive feedback/ advice/ instruction |
| Customer Focus | <p>An effective Aberdeen City Council manager:</p> <ul style="list-style-type: none">• Encourages team and others to be customer focused• Invests effort in making a difference to how services are planned and delivered• Works collaboratively across service/ team/ organisational boundaries to deliver excellent customer service• Actively seeks out customer feedback to identify service improvements• Strives to meet expectations where possible, manages expectations where this is not possible.• Is proactive in improving the service |
| Professionalism | <p>An effective Aberdeen City Council manager:</p> <ul style="list-style-type: none">• Is a role model for professionalism, maintaining standards expected by the service and the organisation at all times.• Is flexible and willing to support change• Demonstrates honesty and integrity in their decisions and actions• Is accountable and holds others to account• Is task and solutions focused• Maintain confidentiality |
| Respect | <p>An effective Aberdeen City Council manager:</p> <ul style="list-style-type: none">• Behaves in a way that demonstrates respect for people, property and policy• Recognises the time, effort and commitment of others• Shows respect for people at all levels• Supports corporate decisions once these are made• Is fair and consistent in their approach |

Other Requirements

- A full PVG certificate
- Travel as required in relation to the needs of the Service
- Work at alternative locations as required

- Flexibility to change shift times to manage demands and requirements of the job, eg evening service
- Be prepared to undertake any necessary training along with continual professional development

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|--------------|------------|-----------|----------------------------------|
| Function | Operations | Cluster | Operations & Protective Services |
| Version Date | 11/01/2019 | JE Number | JE 3849 |