

# Job Description

<b>Job title</b>	Cleaning Team Leader	March 2026
<b>Reports to (title)</b>	Cleaning Supervisor	
<b>Contract/Department</b>	Sky Spaces	Revision 1.0
<b>Location</b>		

## Job purpose

Describe the overall purpose of the job in two or three sentences.

The primary role of the Cleaning Team Leader is to ensure the site facilities and workspace is maintained to the required cleaning standards and customer specification, for the performance, quality and delivery of the service. Responsible for the line management of cleaning operatives, ensuring cleaning schedules and rotas are adhered to, stock and equipment management, ensuring there are always suitable levels of stock in place. Working alongside the cleaning supervisor, the Cleaning Team Leader will be responsible for achieving contract KPIs, adherence to all safe systems of work, policies and procedures.

## Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Take responsibility for developing and maintaining procedures, systems and resources necessary for delivering cleaning.
- Manage the teams to ensure the contracted services are delivered to the agreed contract specification and standards.
- Ensure a timely response to any service shortfalls identified, making sure the helpdesk process is followed for all reactive works requests.
- Ensure a timely response to requests for reactive or special cleans, agreeing customer requirements and costs if appropriate.
- Ensure all statutory, health and safety, certificates, and documentation relevant to areas of responsibility are maintained in the site cleaning logbook and records regularly checked.
- Full adherence to all aspects of EMCOR UK and customer health and safety processes and procedures, ensuring all tasks are carried out in accordance with the appropriate risk and method statement, provision and checking of PPE usage.
- Support the cleaning supervisor in completing monthly audits, addressing any corrective actions where applicable.
- Take responsibility for managing allocation of resource for nominated areas of responsibilities, reporting any concerns or variations.
- Support cleaning staff with online training completion.
- Ensure team talks are delivered and attendance recorded.
- Manage resources to ensure compliance with HR policies and procedures including but not limited to recruitment, staff performance, training, development, and appraisals.

- Carry out regular 121 and wellbeing conversations with cleaning team members and assist the Cleaning Supervisor in setting annual objectives.
- Ensure site equipment and machinery is maintained, PAT tested and regular checks are conducted.
- As a Team Leader you will guide individuals towards achieving company goals and promoting a positive team culture. You will cultivate an atmosphere of collaboration and communication, while equipping team members with the necessary tools for success.
- In support of the Cleaning Supervisor, you will implement initiatives to enhance team performance, productivity and quality of work delivered.
- Set the tone for the team and create a positive and productive work environment.
- Set clear objectives, define roles and responsibilities and ensure each team member aligns with the team's vision.
- Recognise and reward good performance, provide feedback and encourage professional development.
- Support team members' professional development by providing opportunities for training and growth.

## Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

- First line management for the cleaning teams, size of team dependant on location
- Supervision of supply chain partners

## Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

### Personal and Professional Requirements

- Previous experience of leadership essential. Excellent team management focusing on developing good customer focused and H & S behaviours.
- Knowledge and experience of cleaning practices - holding a BICSc or NVQ level 3 qualification.
- Competent in all aspects of Health & Safety and COSHH
- Methodical and meticulous approach to work.
- Good IT skills
- Able to understand and interpret both written and verbal instructions and training materials.
- Conduct regular team briefings to enhance collaboration and teamwork.
- Authorising and processing timesheets.
- Managing HR issues with assistance from the Cleaning Supervisor/Manager and HR Officer.
- Smart and presentable.

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- Good communication skills and effective customer service approach.
- Good written and oral command of the English language.

**Other factors relevant to the job**

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

Working patterns will be in line with the cleaning rota, based on site and may be outside normal working hours or at the weekend depending on specific of the role and location.

<b>Line Manager Signature</b>	
<b>Print Name</b>	
<b>Date</b>	

<b>Job Holder Signature</b>	
<b>Print Name</b>	
<b>Date</b>	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	