

Job Description – Regional Team Leader

Job Title:	Regional Team Leader
Project:	More Time UK Ltd
Salary:	
Hours:	24 hours weekly
Working days:	Flexible, to discuss during interview stage
Working hours:	Generally between 9am – 5pm, some flexibility to discuss during interview stage
Location:	Hybrid working. Some travel across your region will be required to support site visits and cover. A full UK driving licence and access to a vehicle are essential.
Duration:	Permanent
Reports to:	National Service Manager
Job Purpose:	Ensure we are fulfilling our contractual obligations through the recruitment of staff and arranging for cover as required and that they are sufficiently inducted, trained and supported to provide high quality and outstanding services. You will work across the geographical operating areas.

Main duties and responsibilities:

- Provide support and supervision to cleaning staff at times during unsociable hours
- Identify, support and mentor cleaning supervisors that will take a lead role within a specific area building capacity and maximising/sharing resources of the whole staff team
- Provide support, mentoring and guidance to trainees, apprentices and volunteers
- Complete regular 121 reviews with staff ensuring to document the review and follow up on agreed actions
- Ensure staff records are maintained including absence and leave managed appropriately ie return to work's completed on the day of return
- Ensure staff have the appropriate tools, equipment and materials to carry out their role effectively and safely including stock ordering
- Work with the senior management ensuring an excellent standard of communication is maintained and work on any specific requirements or concerns
- Support senior management with conducting site inspections
- Ensure staff complete mandatory training within set timeframes

- Recruitment of new staff and ensuring necessary paperwork is completed
- Feedback findings of inspections to cleaning staff and maintain written records ensuring areas of concern are addressed; source training where appropriate and arrange any follow up visits. Critical concerns to be brought to the attention of the Service Manager immediately
- Monitor usage of cleaning materials and carry out stock takes as required
- Use appropriate documented discussion, action plan, development plan and file note documents as required ensuring effective and fair management of staff
- Work with HR and Service Manager on management of staff including completing formal meetings
- Arrange cover for planned or unplanned absences via third party or using existing staff as first resort
- Have a reactive approach ensuring to deal with issues as and when they arise
- Report any repairs or maintenance issues identified to Waythroughs Premises Team
- Make Service Manager immediately aware of any customer or staff complaints
- Be flexible to suit the business needs, this may include arranging or completing cleaning cover at short notice
- Work alongside other Team Leaders providing cover for each other and maintaining high levels of communication to ensure all are updated as a minimum on a weekly basis
- Deputise during the Service Manager's absence reporting to the National Business Manager
- Use equipment within Health and Safety regulations and report any faults to the Waythrough Health and Safety team
- Be responsible for own health and safety as well as colleagues
- Adhere to COSHH regulations on consumables and the use of protective clothing and equipment

Note:

This job description is intended to provide a guide to the general duties and responsibilities of the post. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of More Time.

Please send CV to Julia.Harris@moretimeonline.com

Person Specification	Essential	Desirable	Where evidenced
Excellent organisational skills	X		Application Form / Interview/ Reference
Effective communication skills (written/verbal)	X		Application Form / Interview/ Reference
Previous cleaning experience		X	Application Form / Interview/ Reference
Previous supervisory experience with the ability to motivate staff to achieve the best from them	X		Application Form / Interview/ Reference
Excellent attention to detail and understand the importance of maintaining quality standards	X		Application Form / Interview/ Reference
Knowledge of COSHH and relevant health and safety legislation		X	Application Form / Interview / Reference
Car owner/driver and willing to carry out travel across the geographical area	X		Application Form / Interview / Reference
Ability to work as part of a team and on own initiative	X		Application Form / Interview / Reference
Good IT skills and the ability to use Microsoft packages	X		Application Form / Interview / Reference

Person Specification	Essential	Desirable	Where evidenced
Experience of establishing and maintaining effective and professional relationships with customers and colleagues	X		Application Form / Interview / Reference
Experience of budgetary control		X	Application Form / Interview / Reference
Knowledge of CQC cleaning standards		X	Application Form / Interview / Reference