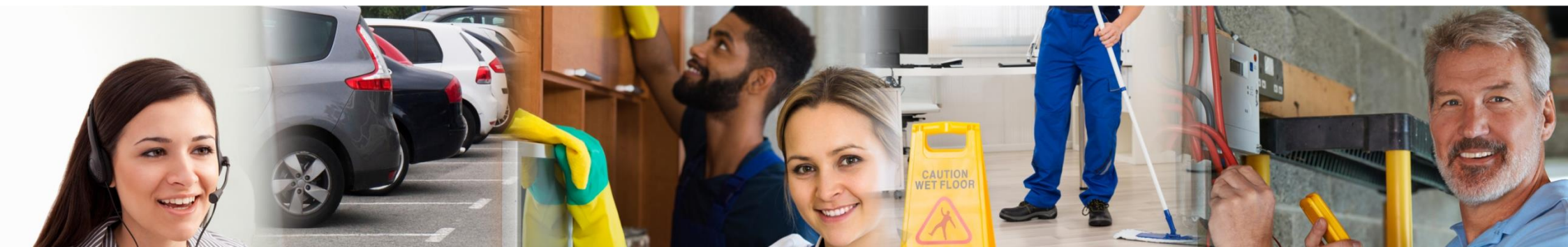




Candidate information

Customer Service Team Leader – Domestic Decon
Cleans



Job Description

Post Title: Customer Service Team Leader – Domestic	Post Reference: JD142	
<p>Summary of the Role:</p> <p>As a Team Leader within the Domestic team, you will be a vital member of a large facilities team whose responsibility it is to ensure that the hospital itself is always operating within the high standards set for cleanliness, safety and patient service.</p> <p>It will be your primary role to undertake both proactive and reactive UV and Red Cleans across the Hospital sites. You will ensure you are adhering to strict health and safety procedures and meeting/exceeding the specific service levels required. You will have day to day responsibility for the Rapid Cleaning team, ensuring the team is fully staffed, trained, performing to a high standard and adhering to the BICS standards of cleaning to which all operatives are trained. The Rapid team will be preparing areas within the hospital in advance of the UV and Red Cleans and carrying out all other reactive cleaning tasks within closely managed time parameters. As part of the role you will also be leading on a planned proactive cleaning regime taking place across the year delivering proactive decontamination of all areas within the Hospital.</p> <p>You will be responsible for assessing and recording results such as daily performance statistics/ongoing daily cleaning records and then communicating these back to the Facilities teams. You will spend a large proportion of your time liaising and communicating with both clinical and 2gether staff feeding back on any issues or concerns and continuously working to drive and improve standards across the sites.</p> <p>Using a keen eye for detail, you will undertake all cleaning duties diligently and according to statutory and regulatory specifications.</p>		<p>Reports to: Facilities Service Manager</p> <p>Base / Location: Either the William Harvey Hospital, Kent & Canterbury Hospital, or the Queen Elizabeth Queen Mother Hospital</p>

Key Responsibilities		Working Relationships & Contacts
<ul style="list-style-type: none"> • Conduct all cleans in line with specifications, ensuring compliance with operational policies on H&S, COSHH, BICS and other statutory legislation. • Ensure sufficient staffing levels are in place each day, planning the shift of rapid response cleaners, covering any absence or annual leave to ensure the service is fully covered. • Cleaning areas prior to a decontamination clean where required. • Ensure compliance with contract service levels, working through any service failures to identify ongoing issues and resolving them at site level alongside Domestic FSM • Responsible for the suitable storage of materials and equipment in line with Health and Safety and COSHH. • Customer satisfaction and relationship building including strong and effective communication with all levels of staff both clinical and 2gether • Report any hazards or potential failures to line manager. • Providing BICS training/ assessing to new team members. • Accurately record and feedback results to the Facilities teams. • Ensure compliance with operational policies on H&S, COSHH HACCP and other statutory legislation. • Encourage standardisation across departments and services, and communication of best practice in the department. • Develop a thorough knowledge of the site. • Participate in training courses to develop knowledge. 		<p>Internal :</p> <ul style="list-style-type: none"> ▪ Trust Staff, 2SS Staff <p>External</p> <ul style="list-style-type: none"> ▪ Emergency Services, Patients, Visitors, Transport Service, Delivery Drivers.
Person Specification: (Please state Essential (E) or Desirable (D))		
Knowledge & Skills:	Experience	Qualifications

<ul style="list-style-type: none"> • Excellent communication skills (E) • Prior knowledge of cleaning standards, ideally BICS (E) • Due to the requirements of the role, you will need to be physically fit. (E) • Ability to inspire others to deliver high-quality services (D) • Manual handling awareness and/or certification (D) • Health and Safety Awareness and/or certification (D) • Takes own initiative to solve problems and address any concerns or inconsistencies (D) • Good IT skills (Microsoft office suite) (E) • Knowledge of train the trainer processes (D) 	<ul style="list-style-type: none"> • Experience in cleaning services role, ideally within the care sector. (E) • Communicating with a diverse audience (D) • Experience organising and prioritising workload (D) • Experiencing auditing and/or evaluating works undertaken (D) • Experience in the safe operation of various equipment and machinery, ideally for cleaning purposes (D) 	
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Job Dimensions:

Problem solving, decision making, impact, resource management including value, working environment, responsible for staff & equipment)

- Movement and operation of equipment.
- The Team Leader will undertake operational tasks.
- The post holder will be required to be mobile for the majority of their daily working pattern.

Job Role: Essential Health and Safety information

Does the post involve ?		Y	N
Confined Spaces?	A “confined space” means any enclosed place, such as may need to be accessed by Estates staff for maintenance such as loft spaces, plant rooms or flues.		X
Driving?	This means driving a Trust Vehicle, Passenger Carrying Vehicle or transporting patients in own vehicle for work purposes. It does not include commuting or driving between places of work		X
Exposure to Substances Hazardous to Health?	This is where risk assessments have identified known health hazards. For example designated latex glove user, formalin, PMMA use.		X
Hand Arm Vibration Exposure?	This includes hand held tools such as drills, saws and other power equipment. This is likely to include employees working in the Plaster Room, Mortuary, Estates and Orthopaedic Surgery.		X
Hand Washing?	This means washing hands 20 plus times per working day.		X
Lone Working?	This means employees who work by themselves without close or direct supervision. Lone working may be found in a wide range of situations, such as home or community visits, working alone outside normal hours, working in remote or confined areas (such as plant rooms).		X
Manual Handling?	This means all job roles where there are specific manual handling / patient handling requirements.		X
Night working?	This means regular work at least 3 hours during the agreed ‘night period’ (usually includes 11pm to 6am).		X
Noise exposure?	This is where risk assessments have identified noise levels under the Noise at Work Regulations 2005, and is likely to include areas where ear protection is needed or workers regularly have to shout to communicate due to background noise.		X
Work at heights?	A place is ‘at height’ if a person could be injured falling from it. This includes working on ladders, up scaffold or any other apparatus. It may also apply to staff who regularly have to stand on kick-stools or steps for significant periods of time to retrieve items/ notes from high shelving.		X