

PERSON SPECIFICATION

Job Title: Domestic Facilities Team Leader

Attribute	Essential	Desirable	Evidenced by
A – Qualifications			
Essential qualifications and levels for entry into role	<ul style="list-style-type: none"> Must be eligible to work in the UK 		A / C / I
Relevant professional registration		Health & Safety Auditing qualification	A / I
B – Knowledge/Experience			
Level of experience required, prior to entry into role	<p>Experience of working in a role requiring self-management to meet deadlines.</p> <p>To understand the role and associated work procedures</p> <p>Minimum of 2 years' experience in a facilities service as a supervisor</p> <p>Experience of HR Policies</p>	<p>Experience of working in a similar role or discipline</p> <p>Proven experience creating distributing and managing action plans.</p> <p>Experience of writing high-quality reports</p> <p>Documentation of undertaking formal stage.</p>	A / I
C – Skills			
Communication / Relationship Skills: With whom the postholder will communicate and what communication skills are required	<p>Good customer care skills with strong sense of team focus</p> <p>Must be professional, punctual, and reliable</p> <p>Must be focused on supporting and developing team members.</p> <p>To monitor and provide continual support for staff development and growth.</p> <p>Must have active listening abilities for team members.</p> <p>Must be able to resolve conflict and obstacles</p>	<p>Well-developed leadership and motivational skills</p> <p>Emotional intelligence, flexibility and understanding.</p> <p>Promote a proactive, can- do attitude</p> <p>Demonstration of showing consistency and appreciation for teams contribution</p>	A / I

Analytical & Judgement Skills: Level of analytical skills required. Level of judgement needed and in what context.	Must be willing to adapt to operational needs and hours of work when required. Must be able to identify acceptable to non-acceptable with cleaning standards as per National cleaning Standards 2021 Delegating Tasks	Excellent analytical and judgement skills demonstrating an ability to interrupt and act upon information	A / I
Planning & Organisational Skills: Planning responsibilities required. e.g., major, or straightforward projects, longer term provision of services, rotas, meetings	Must be willing to adapt to operational needs and hours of work when required. Able to prioritise workload. Able to plan and liaise with clinical leads on joint audits schedules. Demonstrate ability to prioritise and manage time, people and resources to deliver required outcomes	managing, organising, guiding, and performing planning for the teams to achieve targets	A / I
People Management / Leadership / Resources: Level of responsibility for staff and for resources	To be able to communicate clearly to team members to feedback to members audit results. To be able and confidential to report back to clinical leads and estates departments on audit findings. To be able to motivate and drive team members forward. To be able to support with training needs of team members and encourage teamwork . Knowledge of EDI	An understanding of demonstrating empathy for team members Experience of Communicating effectively. Proven experience of working to improve team morale with compassion in difficult times. To have completed EDI course and inclusion panel training Able to advise team on poor practice observed	A / I
IT Skills: Experience needed in using software / accessing information on data systems and for what purpose	<ul style="list-style-type: none"> To be able to access information on data systems as and when required. To update weekly reports on results that identify trends patterns or areas of concerns 	To use software as and when desired Ability to use the Time & Attendance payroll system Ability to use ESR]	A / C / I

		Ability to use PAM (Attendance and absence management)	
Physical Skills: Physical/manual handling skills required / ability in using mechanical aids / equipment / techniques	<ul style="list-style-type: none"> • Must be able to perform physically demanding job able to inspect and checks all areas of site audits. • Ability to audit all areas on site . • Must be able to have the ability to stand for long periods of time during auditing process . • Must be able to support team members in all cleaning aspects as and when services needs are required. 		A / C / I
Emotional Effort The nature, frequency, and duration the post holder will be required to deal with distressing or emotionally demanding duties	<ul style="list-style-type: none"> • Ability to deal with distressing or emotionally demanding environments. • To be able to deal with difficult situations and a calm clear manner. • To be able to patiently, actively listen and communicate clearly with team members. 	The experience of relationship building with self-awareness	I
Working Conditions Extent / frequency the post holder will be required to work in challenging working conditions	<ul style="list-style-type: none"> • Ability to work and complete duties in challenging working conditions. • Able to support team members with all roles and use of machinery with cleaning. 		I
D – Approach/Values			
Alignment with the values and beliefs of the Company are demonstrated	<ul style="list-style-type: none"> • Demonstrate alignment with the values and beliefs of the NHS and the Vital Services • Demonstrate an understanding of the practices of equality and inclusion in the delivery of this role. • Team working • Punctual and flexible across hours of work when required 	Experienced in commitment to inclusivity , acknowledge differences, staying courageous	

To be evidenced by key: A – Application C - Certificate I – Interview T - Test

Approved by:

Postholder Name:

Manager Name:

Manager Signature:

Date:

Domestic Facilities Team Leader

We have an exciting opportunity for a Domestic Team Leader to work in a dynamic environment providing high quality domestic services within the Birmingham Children's Hospital Facilities Department.

Responsible for assisting the Deputy Facilities Operational Manager in the day to day running and organisation of the Domestic Services Department in order to provide an efficient and a high standard of Domestic Services as outlined in the Domestic and National cleaning standards specifications (2021).

On a daily basis responsible for Domestic Supervisors & Domestic Facilities Assistants working in defined areas. To be responsible for a high standard of personal hygiene and good housekeeping.

You will need to be friendly, approachable and a hard working team player with a calm and mature approach to work and ability to motivate and lead the team. Ideally you will have previous experience in a Team Leader or supervisory role. Team leaders motivate and inspire their team by creating an environment that promotes positive communication, encourages bonding of team members, and demonstrates flexibility.

Hours of working will be morning and evening amounting to 36.7 hours per week.

The job description details required duties and a personal specification are attached for information.

I would ask that anyone requiring further information contact: Tina Small - Deputy Facilities Operational Manager – tina.small1@nhs.net