



Staffordshire University Services Ltd

## Job Description

General Details	
Job title:	Team Leader – Specialist Response Team
School/Service:	Estates and Commercial Services
Normal Workbase:	Stoke
Tenure:	Permanent
Hours/FTE:	37 hours per week
Grade/Salary:	Grade 4
Date Prepared:	July 2021

  

Job Purpose
<p><i>The Catalyst building will be the flagship building with Staffordshire University's Stoke on Trent campus. This role will have responsibility for completing both internal and external specialist cleaning throughout the Catalyst building. The role will have an element of portering responsibilities within the building. As a Specialist Response Team Leader, you will lead a small and dedicated team, to provide the highest level of customer service in all tasks and activities undertaken within your role.</i></p> <ul style="list-style-type: none"><li>• To lead the Campus Life Specialist Response Team in providing a wide range of activities related to building facilities management within the Catalyst Building</li><li>• To provide excellent levels of customer care</li><li>• Uphold the department values of being <b>`Diligent, Kind and Excellent`</b> at all times, and act as a role model to others</li></ul>

  

Relationships	
Reporting to:	Cleaning Manager
Responsible for:	Specialist Response Team Members Catalyst Cleaning Team Members

  

Main Activities
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1. To lead the Specialist Response Team in providing provide the highest level of customer service and facilities management within the Catalyst building
2. Lead and deligate tasks and activities throughout the Catalyst Building area, including external cleaning tasks and activities, including, but not limited to low-level window cleaning, litter management, management of seating areas, bin store maintenance and the general appearance of the building.
3. Lead and manage the creation of plans for scheduled internal cleaning tasks, including; high-level cleaning and specialist cleaning tasks
4. Provide assistance in a variety of tasks related to events
5. Manage and complete portering responsibilities including room layout modifications throughout the Catalyst building
6. Provide a rapid response in relation to cleaning and portering requirements, both within the Catalyst and throughout the university
7. Provide support to other Estates and Commercial Services teams (Grounds Maintenance).
8. Work closely with the to the Building Manager
9. Create and review risk assessment, SOP's and policy and procedure documentation.
10. Record any serious maintenance issues identified via Shared services Help Desk so that calls can be allocated to Trades staff or External contractors for resolution
11. Work in compliance with Health and safety regulations and good working practices
12. Assist with emergency evacuation procedures and fire alarm evacuations
13. To role model excellent customer care
14. To undertake any other duties as may reasonably be required by the Cleaning Manager and Head of Campus Facilities Manager

### Special Conditions

Every member of our team makes a difference to our customer's experience. You will come across customers as you walk around our Estate and in every interaction you have throughout the working day; we rely on all of our staff to be diligent, helpful, kind and courteous to all our customers, colleagues and each other.

Please read this job description thoroughly before submitting your application. As well as meeting the essential requirements of the person specification, be sure that you can demonstrate commitment to our values, teamwork, reliable attendance, dedication and the ability to show diligence, care and respect to our customers, visitors and colleagues.

Within the context of the main activities, manual handling and heavy lifting may be required. Uniform and protective clothing will be provided and must be worn whilst on duty only.

This is a permanent full time post working 37 hours, but may include nights, weekends and bank holidays.

To be committed to working with the University to further improve the carbon footprint/environmental issues.

The role holder is required to minimise environmental impact in the performance of their role and to actively contribute to the delivery of the University's Environmental Sustainability Policy.

### Professional Development

The organisation is keen to support staff in achieving high standards and will expect continuous professional development to ensure up to date knowledge and technical skills in related areas.

### Variation to Job Description

The employer reserves the right to vary the duties and responsibilities of its employees within the general conditions of the Scheme of pay and conditions and employment related matters. Thus, it must be appreciated that the duties and responsibilities outlined above may be altered as the changing needs of the service may require.

### **Conditions of Service**

Staffordshire University Services Limited is a wholly owned subsidiary company of Staffordshire University which provides professional support staff to undertake various roles and responsibilities associated with grades 1 to 6 on the Staffordshire University pay scale. You'll work alongside, and under the direction of colleagues, within the University's Schools and Services in the delivery of our University Plan and supporting KPIs. You will be subject to Staffordshire University's policies and procedures and will be eligible to participate in the Staffordshire University Pension Scheme.