

Job Description

Job Holder: Cleaning Team Leader

Reports to: Team Manager

Grade: Cleaning Team Leader

Safety Status: Non-Safety Critical

Date version agreed:

Job Purpose

To lead and deliver the Depots cleaning plan by the best utilisation of facilities and labour resource to ensure Customer requirements, Quality Standards and company profitability are achieved. Report and make recommendations regarding staff levels and working arrangements. Identify opportunities to improve cleaning processes and thus achieve customer expectations.

| | |
|--|-----|
| A. This job requires Security Clearance (e.g. Running of Special Trains) | No |
| B. The job holder is required to hold a relevant Track Safety competence (e.g. PTS) | No |
| C. This is Safety Critical Work Post | No |
| D. This is a Key Safety Post | Yes |
| E. Reference to this job is included in West Midlands Trains' Safety Certification documents | Yes |
| F. This job Manages Employees (undertakes specific tasks indicated in the occupational & operational standards manuals) | No |
| G. This job Manages Locations (undertakes specific tasks as indicated in the occupational and operational standards manuals) | No |

Dimensions (Indicate in quantitative terms the key areas on which the job has an impact)

A. Financial: This post has no financial dimensions

B. Staff: Manage the day to day output of a team of 8 cleaners and carry out all required people management processes as detailed below.

C. Others:

Job Description

Principle Accountabilities

- Lead, support and motivate the cleaning staff to ensure an efficient cleaning process is achieved in accordance with specifications. Provide advice, guidance and instruction to staff as necessary.
- Identify opportunities to improve the quality, efficiency and safety of the cleaning output, and act as a focal point for the implementation of these changes.
- Ensure compliance with site safety requirements in accordance with Health and Safety at Work Act, appropriate legislation and regulations
- Carry out briefings and 1 to 1's with the Cleaning Team to ensure an efficient cleaning process and train presentation is achieved.
- Liaise with the Cleaning Planning Team Leader, Operation Team and Production staff regarding Train vehicle schedules and produce cleaning plan and staff rosters to meet these requirements authorising change as necessary.
- Monitor and control all costs and material usage relating to the cleaning facility. Ensure all cleaning equipment is kept in a workable and safe condition and meets current legislature.
- Ensure that all cleaning and train presentation operations are performed to the required standards and provide performance data (KPI's) to verify business and contractual compliance.
- Contribute to the development of the depot fleet with ideas and initiatives to enhance the train environment.
- Authorisation of staff booking on/off times.
- Attend Cleaning Management meetings.
- Monitor and control Absence, Disciplinary, Depot Training, PPE requirements and the Drugs and Alcohol procedures of all cleaning staff. Ensure that cleaning staff carry out their duties in a safe and effective manner in accordance with H&SAWA, industry rules and regulations and in particular COSHH
- Ensure understanding and compliance with processes and procedures in respect of the Quality Management System, ISO 9001 and Environmental Management System to ISO14001. Where opportunities arise promote improvement in these areas.
- Undertake responsibilities under local quality/safety systems.

Context

A: Operating Environment: Managing and coordinating the cleaning activity, working outdoors at night on a busy carriage sidings.

Job Description

B: Framework and Boundaries: Managing the internal and external cleaning aspects of units to the agreed cleaning specifications.

C: Organisation:

Relationships

A: Reporting lines: Reports to the allocated Team Manager

B: Other Contacts: Cleaning Planning Team Manger Team Manager Production Leaders Service Quality Auditors Operations Team Leaders Maintenance Controllers

Outside the Company: External Customers - e.g. CrossCountry

Knowledge and Experience

- Practical experience within cleaning operation.
- At least three years' experience in either supervisory or managerial role with a proven track record of achievement.
- NVQ Level 3 supervisory management or ILM (training can be provided). The ability to communicate effectively and manage poor performance.
- Good IT skills for word processing, spreadsheets and similar pc based planning and performance management tools.
- Good financial awareness and effective decision making in and isolated environment where immediate reactions are required.
- Be prepared to undertake formal training as required.

Job Challenge(s): (Describe the most challenging or complex parts of the job)

Providing motivation and guidance to cleaners working to tight deadlines to ensure that all cleaning required is carried out in accordance with the specification within the time allocated.

Additional Information

Attend meetings as required by the Production Managers or Depot Manager.

The post holder will be expected to work predominantly on nights over the full 7 day week, working on and around rolling stock.

10. Sign off

Job Holder:..... **Date:**.....

Manager:..... **Date:**.....

Job Description

Nominated Deputies

If this is a KEY SAFETY POST (2D is "checked") a Nominated Deputy must be identified. The job holder must ensure that the Nominated Deputy receives a copy of, and is briefed on, this Job Description.

Job title of

Nominated Deputy:

Name of Nominated Deputy:

Signature of Nominated Deputy:

Date:

As the Nominated Deputy for this post, I confirm that I have been briefed on the requirements of this job. If there are more Nominated Deputies they should sign further copies of this Job Description.

Safety & Environmental Safety Responsibility Statement

It is the line manager's responsibility to ensure that the post holder is fully briefed and responsibilities are clearly understood by the post holder.

This statement must be amended and accepted:

1. Wherever responsibilities are changed;
2. In response to an accident or incident;
3. In response to external changes to Health and Safety and Environmental Legislation; *and/or*
4. Following annual review.

General Responsibilities

Overarching Safety and Environmental Responsibilities are as follows:

1. You must take reasonable care for your own health and safety and of persons who may be affected by your acts or omissions at work;
2. You must co-operate on matters regarding safety and health;
3. You must not interfere with anything provided in the interest of health and safety – for example override safety features of equipment;

Job Description

4. You must follow the training you have received when using any work items your employer has given you;
5. Tell someone (your employer, supervisor or health and safety representative) if you think the work or inadequate precautions are putting anyone's health and safety at serious risk;
6. You must support the business in achieving its objectives laid out in its latest Environment & Energy Policy.

Further Safety and Responsibilities that apply to all West Midland Trains employees are set out below, in sections which correspond with the West Midland Trains Safety Management system.

You must take reasonable care for your own health and safety, and of persons who may be affected by your acts or omissions at work.

1. Policy, Leadership and Resourcing

- a. You must understand and comply with the Refusal to work on the grounds of health and safety policy.
- b. You are responsible for attending the following safety and / or environmental related meetings:
E.g. Sustainability Action Group, SEMG

List meetings here

 None apply
- c. You must comply with the West Midland Trains policy on the use of mobile phones when driving on company business.

2. Employee training

- a. You must attend the necessary safety and/or environment training courses within 3 months of appointment (or as soon as practicable thereafter).

3. Planned Inspections

- a. You must comply with the procedures which exist to remedy substandard acts and conditions found in the workplace.

4. Accident and incident investigation

- a. You must ensure that all personal accidents and near misses are reported to your supervisor or Control as detailed on the health and safety notice board.
- b. You must ensure that all personal accidents are reported and investigated as detailed in the Accident/Incident Reporting and Investigation standard.

5. Emergency planning and Security

- a. When working at static locations you must ensure that you understand the local emergency plan at each location at which you are required to work. Local emergency plans are detailed on safety notice boards.
- b. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the West Midland Trains Occupational Standards Manual.
- c.

Job Description

- d. You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the West Midland Trains Occupational Standards Manual.

6. Rules Competencies, Permits and Licences

- a. You will receive an assessment of competence in the rules, regulations and instructions which apply to your post. The initial and subsequent assessments will be given by qualified trainers/assessors. Competence processes will lead to certification. You must ensure that you maintain your own competence in rules, regulations and instructions for the post that you hold.
- b. You must be in possession of the necessary publications, as detailed by your manager or supervisor before you take up your post.
- c. You may be required to drive motor vehicles owned, hired, or leased by West Midland Trains. You must not do so unless in possession of a valid license appropriate to the vehicle being driven. You must be insured to use that vehicle and fully comply with the Authority to Drive procedures, carrying the appropriate authority card.

7. Communications

- a. You must ensure that you attend regular briefings which cover safety and environmental issues.
- b. You must attend any local job induction training session on your first day at a new location.

8. Auditing and safety Check

- a. You must ensure that substandard conditions found by you in West Midland Trains workplaces are reported to the appropriate line manager or Control without delay.
- b. You must ensure that any practices undertaken that do not align to current policies or standards are reported to your Line Manager or Control without delay.

9. Promotion of Environment & Safety Issues

- a. You must ensure that you are aware of the location and are familiar with the contents of the safety and environment notice board.

10. Health Controls

- a. You must understand and comply with the alcohol and drugs policy as detailed in OCC-205 Alcohol and Drugs and other policy documents.
- b. You must understand and comply with the standard for Control Of Substances Hazardous to Health (COSHH).
- c. You must understand and comply with the standard for Control of Asbestos.
- d. You must understand and comply with company standards for management of cases of occupational ill health.
- e. You must understand and comply with the standard for Staff Care and Support System (SCASS).

11. Personal Protective Equipment (PPE)

- a. You are responsible for wearing the required PPE as directed by the local manager or supervisor when visiting locations where it is required.
- b. You will be issued with PPE on a personal basis.

Job Description

12. Purchasing, Procurement and Management of Contractors

- a. You must understand and comply with the company standards for purchasing, procurement and stores provision as produced by the Head of Procurement.
- b. You must understand and comply with the company standard for managing contractors.

13. Environment

- a. Where your role has an impact on the Environment you must ensure that you are familiar with the contents of all relevant Environmental standards, including but not limited to the Environmental & Energy Management System Manual.

Specific Responsibilities

Your specific safety and environmental responsibilities are set out below, in sections which correspond with the West Midland Trains safety management system.

Safety Responsibility Statement Acceptance

I acknowledge the receipt of the job description and statement of the safety and environment responsibilities associated with my post. I understand these responsibilities, which have been explained to me. Training needs have been identified and agreed.

| | | | |
|---------|--|------------|--|
| Signed: | | Job title: | |
| Name: | | Location: | |
| Date: | | | |

I have explained the Safety and Environmental Responsibilities associated with the role of *(insert role title)* to the role holder and am satisfied that they understand these responsibilities. Training needs have been identified and timescales for such training have been identified.

| | | | |
|---------|--|------------|--|
| Signed: | | Job title: | |
| Name: | | Location: | |
| Date: | | | |

Review

This statement will be reviewed annually.

Job Description

Date
Due:

Date
Reviewed
:

Post Holder Signature:

Line Manager Signature:
