

Job Title: Team Leader

Grade: Grade 3

Salary: £25,040 - £25,697

Department: Estates and Campus Services

Hours/Contract: Full Time Permanent 35 hours

Job Family: Community and Operations

Reference: 13754

Role Purpose

As part of the Residences Team within Estates and Campus Services, the Team Leader is a key role in supporting the University's core business by leading, supervising and deploying an integrated facilities support team. As a customer facing role, the Team Leader directly contributes to ensuring the experience and overall impression of the University by students, staff and visitors is one of excellence.

Main Duties and Responsibilities	% Time
1. To monitor quality, allocate tasks, schedule resources and respond to queries typically working within predetermined parameters and standard operating procedures, referring matters upwards if necessary. Daily monitoring of online University job ticket systems, the post holder will not generally be required to assign planned tasks, but may be required to assign tasks in response to something which happens on shift. Management of the team will typically involve ensuring that they follow predefined procedures.	40
2. Responsible for day to day supervision of the Team (approx. 10-25 full time and part-time staff varying based on time of year and business requirements), including checking work against standard operating procedures and pre-planned tasks. The post holder will support communication with the team and will support induction and provide feedback for probation, appraisal and review of Cleaners and Facilities Assistants	30
3. Maintain records within existing systems and provide accurate data regarding service outputs of the Team including but not limited to rotas, maximising attendance, holidays, stock ordering and schedules.	15
4. Attend and head Team Meetings, liaise and co-operate with fellow Housekeepers and Team Leaders to enable the Section to support the University's requirements for the day and at short notice	5





5. Help staff to deliver events such as Open Days, exams, degree congregations, arrivals and out of hour's events by offering practical help and or advice. Welcome visitors to the University, present a positive image, and provide directions, direct traffic and report any emergencies or security concerns to University Security. 6. Ensure all duties performed by self or others within Team are carried out with due regard to University or departmental policies such as H&S Risk Assessments/COSHH , Harassment, Race Equality, Data Protection, respecting confidentiality and financial implications. Comply with relevant risk assessments or other health and safety documentation for role. Carry out dynamic risk assessments if necessary to maintain the safety of the community. 7. To respond to emergency or unforeseen situations. Including, but not limited to; assisting with fire marshalling duties and supporting the implementation of the University Business Continuity Plan as directed.	5 10 5
Internal and External Relationships	
Daily contact with Assistant Manager Team, Receptions, accommodation team, Conference Team. To work alongside other Team Leaders to ensure a smooth, efficient and relevant service to all of our customers. Contact with staff, students and guests whilst performing portering duties, responding to requests and resolving simple problems.	
Planning and Organising	
This role requires effective time management to ensure that duties are undertaken and scheduled activities are able to take place. This role requires the ability to prioritise tasks.	



Qualifications, Knowledge and Experience

Essential

- Full UK/EU driving license acceptable to the University's motor vehicle insurance providers.
- Can demonstrate previous experience of supervision*
- Can demonstrate by previous experience the ability to work as part of a team to deliver a service whilst being able to work independently of others.
- Ability to manual handle within recommended limits.
- Good communication skills (oral & written)*
- Experience in a similar role*
- Basic IT skills include outlook, Microsoft Teams and word and maintenance online software*

Desirable

- First aid certificate
- ILM Level 2 or equivalent
- British Institute of Cleaning Science, COPC Level 1

****Criteria to be used in shortlisting candidates for interview***

Supporting University Activities

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and





suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

