



# Candidate information

## Customer Support Team Leader



## Job Description

<b>Post Title:</b> Customer Support Team Leader	<b>Post Reference:</b>	
<p><b>Summary of the Role:</b></p> <p>The purpose of the job will be to provide support to the housekeeping and/or domestic and/or linen teams within own area as well as administrative duties in relation to Staff Accommodation. Effectively deploy staff and resources to ensure a high quality of service delivery. Ensure hygiene standards within the domestic and catering environment are monitored and maintained. Assist the Customer Support Manager in areas relevant to training and experience.</p> <p>East Kent Hospitals University NHS Foundation NHS Trust (EKHUFT) has approximately 1300 inpatient beds based across 5 sites. The Customer Support service is responsible for providing a range of cleaning and catering services to a designated ward or area including staff accommodation. The team leader will support, monitor and supervise the operational staff on a day to day basis ensuring they have the materials and training to fully undertake their duties. The Team Leader will undertake operational tasks where required. They will have limited budgetary responsibility but will assist the Service Manager achieve their finance plan. They will allocate staff under their control and monitor performance.</p> <p>At any one time a team leader may be direct supervising in excess of 20 staff. Limited budgetary authority for procurement of consumables and equipment.</p>		<p><b>Reports to:</b> Customer Service Manager</p> <p><b>Base / Location:</b> William Harvey Hospital</p>
<p><b>Key Responsibilities</b></p> <ul style="list-style-type: none"> <li>▪ Undertake a full and comprehensive range of domestic and/or housekeeping duties in the working area</li> <li>▪ Responsible for delivery of Customer Support services within the Departments</li> <li>▪ Customer satisfaction and relationship building</li> <li>▪ Effective communication with all levels of staff</li> <li>▪ To direct and assist Domestic, Housekeeping, Accommodation and Linen staff within the Departments</li> <li>▪ To control and monitor staff performance of duties</li> <li>▪ Manage absenteeism and arrange cover as necessary</li>   <li>▪ Ensure staff are aware of roles and responsibilities</li> <li>▪ Provide staff training</li> </ul>		<p><b>Working Relationships &amp; Contacts</b></p> <ul style="list-style-type: none"> <li>▪ Daily contact with Housekeeping/Domestic/Linen staff /Customer Support manager, NHS staff, patients, visitors.</li> <li>▪ Will be required to train new staff</li> </ul>

- Have knowledge of all current Hygiene and Health and Safety legislation and ensure staff are fully inducted.
- Ensure compliance with operational policies on H&S, COSHH and other statutory legislation.
- Report hazards
- Responsible for stock control checks and suitable storage of materials in line with Health and Safety and COSHH.
- Assist in investigations under the control of the Customer Support Manager
- Prepare payroll data for Customer Support Manager authorisation
- Conduct return to work interviews.
- Deputise when Customer Support Manager not on site.
- Carry out housekeeping and/or domestic tasks as required.
- Train the trainers – Be able to train FLS in all procedures, processes and equipment
- Manage the administration of the Staff Accommodation
- Deputise in absence of Service Manager.

**Systems to be used by post holder:**

- Safe use of all FM cleaning equipment
- Safe use of cleaning substances
- Correct use of protective equipment
- Recording and compliance with daily work schedules
- Incident recording
- Food Hygiene
- Payroll systems
- Understanding of Finance System
- Computer Aided Facilities Management system (CAFM)
- Communication Devices
- Booking Systems

**Equipment:**

- Use of trolleys
- Use of kitchen equipment
- Use of cleaning equipment e.g. Vacuums, scrubbers. Polishers and buffers etc

- Use of IT / DSE equipment.
- Use of industrial washing machines/dishwashers
- Use of linen and waste equipment
- Use of Communication Devices

<b>Financial and Physical</b>	Manages	Responsible for Customer Support Services and budget spend
	Impacts	Condition and Hygiene of all work areas.
<b>Workforce</b>	Manages	Supervision of domestic and housekeeping staff
	Located	Based in one site
	Impacts	Development and support of domestic and housekeeping staff across the site.
<b>Other</b>	n/a	N/a

Person Specification: (Please state Essential (E) or Desirable (D))		
<p><b>Knowledge &amp; Skills:</b></p> <ul style="list-style-type: none"> <li>• Supervising other staff, monitoring work standards and team working essential.</li> <li>• Institute of Leadership and Management, level 2 (ILM)</li> <li>• Good communication skills.</li> <li>• Shows initiative and self-motivation.</li> <li>• Awareness of service image.</li> <li>• Physically fit</li> <li>• Energetic.</li> <li>• Friendly.</li> <li>• Reliable.</li> <li>• Prepared to work unsociable hours.</li> <li>• Attention to detail.</li> <li>• Risk Assessment awareness</li> <li>• Flexible attitude to working times and methods.</li> <li>• Customer focus</li> <li>• Numerate/literate.</li> <li>• BICs training and assessor certificates</li> <li>• Intermediate Food Hygiene Certification</li> <li>• Health and Safety Awareness</li> <li>• Site Orientation and Corporate Induction</li> <li>• Customer care</li> <li>• Fire Safety</li> <li>• Personal Development Plan</li> </ul>	<p><b>LEADERSHIP SKILLS</b></p> <p><b>Judgement &amp; Decision Making:</b> Solves Problems Identifies problems within own area of remit &amp; takes responsibility for finding a solution regardless of the causes.</p> <p><b>Driving Growth &amp; Innovation:</b> Generates Ideas Identifies innovative ideas and solutions for everyday work problems that contribute to on-going continuous improvement and add value to the customer.</p> <p><b>Execution &amp; Delivery:</b> Delivers Against Own Objectives In accordance with 2gether's Governing Principles, follows through and meets personal commitments in an organised and methodical manner</p> <p><b>Drive for Results:</b> Demonstrates Personal Drive Actively works towards ambitious personal goals, demonstrates enthusiasm and energy toward all aspects of work. Shows drive to make a difference to others at work.</p>	<p><b>Qualifications</b></p>

## **LEADERSHIP SKILLS**

**Trust:** Gains Others' Trust

Interacts with others in a supportive way and in accordance with our Governing Principles.

**Communication & Influence:** Communicates Effectively

Clearly and concisely conveys information and ideas that engage others.

**Collaboration:** Demonstrates Collaboration

Demonstrates proactive team working and collaboration with others, role modelling the belief that the whole of the team is greater than the sum of individual efforts.

**Transformation & Change:** Adapts to change

Maintains effectiveness when experiencing changes in work responsibilities or environment.

**Valuing Difference:** Respects Difference

Shows respect for individual differences and perspectives amongst colleagues.

**Empowerment & Delegation:** Assumes Responsibility

Effectively manages their time, resources and relationships to ensure that work is completed efficiently.

**Building Talent:** Supports Colleague Development

Supports the development of colleagues through the provision of timely and constructive feedback and by willingly sharing own skills, knowledge and networks.

**Resilience:** Maintains Composure

Remains calm in uncertain or challenging situations & consistently behaves in a manner that is acceptable to others.

**Personal Growth:** Demonstrates Self Development

Takes responsibility for one's own personal impact and development, focusing on increasing self-awareness as well as identifying new areas for learning and professional development and creating learning opportunities.

## Job Role: Essential Health and Safety information

Does the post involve ?		Y	N
<b>Confined Spaces?</b>	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.		
<b>Driving?</b>	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		
<b>Exposure to Substances Hazardous to Health?</b>	This is where risk assessments have identified known health hazards. For example designated latex glove user, formalin, PMMA use.		
<b>Hand Arm Vibration Exposure?</b>	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.		
<b>Hand Washing?</b>	This means washing hands 20 plus times per working day.		
<b>Lone Working?</b>	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).		
<b>Manual Handling?</b>	This means all job roles where there are specific manual handling / patient handling requirements.		
<b>Night working?</b>	This means regular work at least 3 hours during the agreed ‘night period’ (usually includes 11pm to 6am).		
<b>Noise exposure?</b>	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.		
<b>Work at heights?</b>	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.		