

Recruitment Information



**Cleaning Team Leader
Permanent
(part-time 27.5 hrs per week)**

Cleaning Team Leader (part-time 27.5 hrs per week) **£20,434 per annum pro-rata plus membership of Civil Service pension scheme**

You will lead a team of cleaning staff across a variety of shift patterns throughout our Chambers Street complex, assisting the Cleaning Supervisor in resource allocation, the distribution of cleaning materials, and the preparation of orders for team supplies in ensuring a high standard of service provision.

You will also work effectively as part of a cleaning team, with responsibility for cleaning/maintaining both public and private (staff) areas to a consistently high standard in contribution to the overall visitor experience. You will possess an understanding of cleaning/hygiene techniques and the benefits of successful team working.

The responsibilities of the post are shared with a counterpart team leader and as such communication will be an area which will need to be demonstrated to ensure that a fully integrated cleaning team work effectively.

The cleaning team work from 07:00hrs to 22:00hrs and sometimes beyond this time to support events. The hours of this post will fall between 16:30hrs to 22:00hrs on five days over seven attendance on a three week shift pattern.

Proven, previous relevant cleaning experience is essential.

You are provided with a job description and person specification for further detail about the post. To apply visit www.nms.ac.uk. The closing date for completed applications is 17 July 2022 at midnight. Please state reference number NMS22/38.

Please note that CVs are not considered as part of applications and will not be forwarded to the shortlisting process.

Find out more about [National Museums Scotland](http://www.nms.ac.uk) and our range of [employee benefits](#).

National Museums Scotland is committed to being an Equal Opportunities Employer. We are keen that our workforce profile reflects the diversity of our visitors and audiences. Therefore, all jobs at National Museums Scotland are open to everyone and we encourage applicants from all backgrounds, irrespective of sex, gender identity, race, disability, religion or belief, sexual orientation or age. We welcome candidates who think they have the required skills and can make a contribution in this key role.

JOB DESCRIPTION

Post Title: Cleaning Team Leader		
Department: Support Services	Section: Facilities Management	
Directorate: Estates & Facilities Management	Grade: 7	Hours: 37 (net) working to a 5-over-7 rota
Purpose of Post: <ul style="list-style-type: none"> ▪ In addition to carrying out cleaning duties, will lead a team of cleaning staff and be responsible for ensuring high standards of service provision, assisting with distribution of cleaning materials, resource allocation and other duties, in support of the Cleaning Supervisor 		
Key Responsibilities: <ul style="list-style-type: none"> ▪ Carry out a full range of cleaning duties as directed by the Cleaning Supervisor ▪ Lead a team of full and part time cleaning staff working a variety of shift patterns throughout each working day, ensuring areas are cleaned to a high standard ▪ Support the Cleaning Supervisor with the preparation of duty rotas, day-to-day tasking, distribution of stock of cleaning materials, and preparation of order forms for team supplies ▪ Report to the Cleaning Supervisor regarding the monitoring of absence management, overtime and annual leave allocation, resource levels, and input to staff appraisals ▪ Deal with incidents requiring cleaning staff support and liaise with Visitor Services Team Leaders as required ▪ Ensure staff are fully conversant with operating machinery and equipment, and are trained in handling / lifting techniques and the safe handling of materials and fluids, to meet health & safety requirements ▪ Ensure that evening staff are tasked to cover events as required and duties are allocated, and outputs monitored to ensure delivery of a high standard of cleaning and effective use of time ▪ Promote the National Museums Scotland Recycling Programme and ensure compliance with instructions ▪ Deputise for the Cleaning Supervisor as required ▪ Commit to good health & safety and access practice and ensure familiarity with National Museums' health & safety and access policies, procedures, and 		

guidelines
<p>Expected Outcomes:</p> <ul style="list-style-type: none"> ▪ A high standard of cleanliness and housekeeping throughout the Chambers Street complex ▪ Effective and efficient use of resources ▪ Effective and efficient distribution and ordering of cleaning material
<p>Reports To:</p> <p>Cleaning Supervisor</p>
<p>Facts and Figures:</p> <p>Budget: None</p> <p>Staff Managed: None</p> <p>Indirect Staff Managed: None</p> <p>Other: None</p>
<p>Thinking Skills (Judgement / Decisions Made):</p> <ul style="list-style-type: none"> ▪ Decisions while working on own initiative and as a team leader ▪ Decisions in ensuring tasks are equally distributed amongst staff ▪ Decisions using knowledge of Museum layout and cleaning stations ▪ Judgements regarding capabilities and potential of staff ▪ Ensuring all staff are motivated and adding to the overall visitor experience
<p>Communication and Contact:</p> <p>Internal:</p> <ul style="list-style-type: none"> ▪ Cleaning staff ▪ Cleaning Supervisor ▪ Site Manager, National Museum of Scotland (NMoS) ▪ Site Manager, National Museums Collection Centre (NMCC) ▪ Head of Facilities Management ▪ All other staff / departments

External:

- Visitors
- Contractors

Most Challenging Parts of the Job:

- Prioritising daily tasks to ensure a high standard of cleanliness
- Meeting deadlines, e.g. museum opening times
- Leading and motivating staff
- Ensuring effective and efficient distribution and ordering of cleaning materials
- Liaising with other departments

Other Requirements, e.g. Multi-site Working, On Call, etc:

- Wearing a supplied uniform and identification badge
- Weekend working
- Start / finish times will vary to ensure regular contact and monitoring with all of the staff in the managed group
- Supporting evening functions and events in conjunction with the needs of National Museums' departments as well as National Museums Scotland Enterprises (NMSE)
- Training of cleaning staff at NMCC and the National Museum of Flight (NMoF) when required

Overtime is voluntary, however there may be occasions when overtime is required, e.g. emergency situations

PERSON SPECIFICATION

Post Title: Cleaning Team Leader		
Department: Facilities Management	Section: Support Services	
Directorate: Estates & Facilities Management	Grade: 7	Hours: 37 (net) working 5-over-7

Knowledge	Essential or desirable	Evidence assessed by
Good working knowledge of cleaning techniques and housekeeping procedures	Essential	Application / Selection Event
Good working knowledge of manual handling procedures and the operation of cleaning equipment / machinery	Essential	Application / Selection Event
Working knowledge of Health and Safety at Work Regulations and procedures	Essential	Application / Selection Event
Working knowledge of Control of Substances Hazardous to Health (COSHH) regulations	Essential	Application / Selection Event
At least two Standard Grades, or equivalent	Desirable	Certificate
Working knowledge of stock control, distribution and ordering	Desirable	Application / Selection Event
Awareness of security issues	Desirable	Application / Selection Event
British Institute of Cleaning Science (BICSc) Stage 1 Certificate in Cleaning	Desirable	Certificate / Application / Selection Event
BICSc Stage 1 Licensed Assessor	Desirable	Certificate / Application / Selection Event

Skills	Essential or desirable	Evidence assessed by
Ability to deal with incidents / situations requiring an immediate or timed response	Essential	Application / Selection Event

Supervisory and administrative skills, including preparations of basic staff and other reports as required	Desirable	Application / Selection Event
Ability to control stock and distribute materials and equipment	Desirable	Application / Selection Event
ICT skills in Microsoft Word, Excel and Outlook	Desirable	Certificate / Application

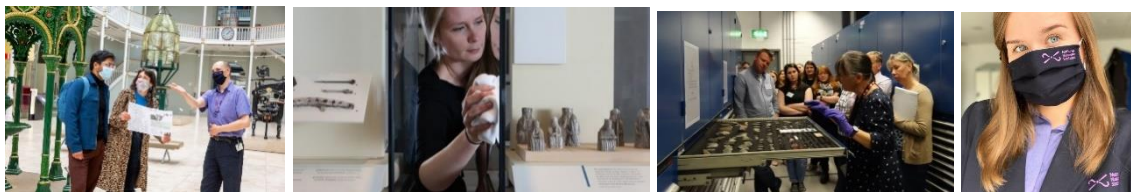
Experience	Essential or desirable	Evidence assessed by
Experience in cleaning techniques and housekeeping procedures and the operation of cleaning equipment / machinery	Essential	Application / Selection Event
Experience in stock control, distribution and ordering	Desirable	Application / Selection Event
Previous supervisory experience	Desirable	Application / Selection Event

National Museums Scotland has a Competency Framework with six competencies. Individuals for this job are expected to demonstrate competence in the following five; these will be assessed from the Application Form, and, if you are invited to attend, at the Selection Event.

Competency	Level	Detail
Building Relationships Works effectively and professionally as part of their team and co-operates with others across the organisation; collaborates and networks externally for specific outcomes and projects; forms partnerships, nationally and internationally for	1	Contributes to effective teamwork <ul style="list-style-type: none"> • Is aware of other National Museums Scotland departments and respects & values their role. • Understands own role, and makes significant contributions. • Supports and helps own team to deliver objectives. • Works willingly and flexibly with other teams and departments to deliver objectives. • Works towards the team, department and directorate goal rather than own agenda.

mutual benefit.		
<p>Communicating & Engaging Uses communication and interpersonal skills flexibly across all channels of communication, to engage, influence, persuade and negotiate ensuring a shared understanding and commitment to act.</p>	2	<p>Engages and Influences others</p> <ul style="list-style-type: none"> • Communicates regularly, accurately, timely and appropriately. • Facilitates two – way communication, encouraging dialogue and exchange both throughout and outwith the organisation. • Adapts own style of communication to suit different people’s needs. • Demonstrates empathy and understanding in all communications. • Confidently influences others, rather than manipulating or imposing ideas.
<p>Focusing on your Customers Places the customer at the heart of what they do, engages, listens and responds to deliver exemplary service, creating an outstanding experience; supporting a culture of service excellence, both internally and externally</p>	2	<p>Is proactive in understanding customer needs</p> <ul style="list-style-type: none"> • Requests and receives feedback from customers in a constructive and positive way. • Anticipates customer concerns and reactions; and pre-empts these by addressing them upfront • Is able to assess quickly what a customer wants and gets straight to their needs. • Offers a ‘bespoke’ service and solution to the customer, meeting any special requirements. • Responds, calmly, tactfully and firmly when dealing with difficult situations to resolve the issue.
<p>Improving & Innovating Builds personal, professional and organisational capability by keeping up-to-date, being creative, sharing ideas, taking risks, looking inside and out to continuously improve National Museums Scotland.</p>	1	<p>Develops personally and professionally</p> <ul style="list-style-type: none"> • Thinks flexibly, open to, accepts and adapts to new or different ideas. • Uses initiative and imagination to make constructive suggestions for improvements and innovations. • Challenges status quo, existing norms and unacceptable behaviour constructively – “the way we do things around here • Willing to learn, build up knowledge and keep up to date with advances and issues in their own area of work and within National Museums Scotland. • Positively responds to feedback, learning from experience and mistakes.

<p>Planning for Success Ensures effective delivery and completion by realistically planning and prioritising tasks and managing workload; develops and manages plans, programmes and projects, in consultation with stakeholders and within existing priorities, people resources and budgets.</p>	<p>2</p>	<p>Develops and Implements plans</p> <ul style="list-style-type: none"> • Develops and implements plans for delivery, building in flexibility to cope with last minute demands. • Takes into consideration the impact of actions and decisions on others and puts in place measures to minimise them. • Consults with relevant stakeholders to ensure the output, the outcome and the plan to meet their needs. • Prioritises own workload to meet conflicting demands. • Thinks ahead to identify potential obstacles and proactively solves issues to minimise the impact on delivery.
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General Information – Cleaning Team Leader

Salary

The salary is £20,434 per annum. Salary on appointment will be subject to qualifications and experience and will normally be within the bottom quarter of the pay range. Pay, including pay progression, is reviewed in negotiation with the recognised trade unions.

Where an internal candidate successful applies for a post which is the same grade as their current post, they will transfer to the new post on the same salary with pay progression as normal.

Hours

The normal working pattern for this position is 5 out of 7 days attendance on a 3 week shift pattern basis which repeats. Hours of attendance are 16.30pm to 22:00pm, not inclusive of breaks.

Location

This post is based at the National Museum of Scotland, Chambers Street with travel to other Museum sites as required.

Probation

New employees are on probation for a period of six months from date of appointment.

Pre-employment Checks/Eligibility to Work in the UK

Any offer of employment will be made subject to:

- receipt of references which are satisfactory to National Museums Scotland and cover the full three-year period prior to the date of appointment.
- a Basic Disclosure Scotland check, the result of which must be satisfactory to National Museums Scotland. The cost will be refunded.
- completion of a health declaration form, which is satisfactory to National Museums Scotland.
- Receipt of documentation confirming eligibility to work in the UK.

This post does not fulfil the UK immigration requirements for sponsorship so National Museums Scotland are not able to provide sponsorship under the Skilled Worker route

Selection Process

We use competency based selection process. If you are invited to a selection event you will be asked to participate in activities that will enable us to assess your performance against our Competency Framework. Details of our competencies can be found in the Person Specification.

It is anticipated that this selection event for this post will take place at the National Museum of Scotland, Chambers Street, Edinburgh.

