Job Title: Team Leader
Job Location: Field Based (Localities 1&2)
Salary: £28,634.00
Contract type: Permanent
Working hours: 37.5 hours per week

About the role

To ensure the delivery of high-quality cleaning services across domestic and window cleaning operations by monitoring performance, maintaining compliance with safe working practices, and managing day-to-day staffing and operational issues. The role is also responsible for carrying out weekly audits of the grounds maintenance service to ensure standards are met and maintained.

Day to Day duties may include, but not limited to, the following;

- monitor and manage staffing issues, including sickness, holiday, equipment, stock issues and cover arrangements, confirming with the Quality Manager
- ensure safety checks have been completed on vehicles and sites
- ensure before and after photographs are taken of works and uploaded to our systems
- ensure issues on sites including fly tipping, graffiti removal, etc, are reported in a timely manner to the Support Officer
- Identify and report regular incidents of anti-social behaviour towards staff
- Provide guidance, training, and support to new team members to ensure high-quality work and adherence to health and safety protocols.
- Plan and organise daily work assignments to teams, prioritising tasks, and ensuring that deadlines are met with the Quality manager
- Assist with the mobilisation of planning systems/IT equipment, use of personal safety devices and dynamic risk assessments are completed for staff
- Assist the Quality Manager with site audits

Please note that if you are successful in this role, we will require a DBS check to be completed. Further details will be sent following offer.

About you

The ability to demonstrate an understanding of good customer care

Ability to plan, organise and successfully execute multiple tasks simultaneously with timeliness and accuracy

Ability to work with limited supervision and to use own initiative

To operate effectively and make good quality decisions

Delivers high quality results in a timely manner.

Good organisational, time management and prioritisation skills with the ability to meet deadlines and to determine an appropriate course of action in spite of changing demands

About us

We are GSA, we provide affordable homes and services that create a foundation from which people in our communities can thrive.

We own and manage 25,000 homes in diverse communities across the West Midlands and Southwest.

Everyone deserves a home, it's a place from which we build our future, we thrive at home.

We are proud to play an active role in dealing with the consequences of the housing crisis, by providing affordable homes for people in our communities who need them most.

Often a home is all someone needs, but when our customers need more, we offer a range of services, including care, money advice and coaching to support them.

We also provide care and support to some of the most vulnerable people in society. This includes support for people who are homeless, experiencing domestic violence or are part of the criminal justice system.

The GSA Way
We know that how we do things is just as important as what we do. To help us make a difference, together, we created the GSA Way.

A culture we commit to, aspire to, and live and breathe. Commitments and behaviours which together make our organisation what it is.

Our five core commitments are:

- We believe our customer is everything
- We are one team
- We are supportive and caring
- We are business-minded for social purpose
- We are curious and ambitious.

You can read more about the GSA Way in our recruitment pack.

Benefits
In support and recognition of our colleagues who will help us deliver our employer strategy, we offer a fantastic benefits package. This includes:

- 25 days annual holiday entitlement
- A defined contribution pension scheme.
- Trust based flexible working and a Confidential Employee Assistance Programme (EAP).
- Two days paid volunteering leave per year
- Buying and selling of annual leave
- Opt-in health cash plan with cover on eye test and glasses, Dental, therapy and much more!

How to apply
If this sounds like the exciting new challenge you've been waiting for, we'd love to hear from you.

Email your Cv to Recruitment.mailbox@greensquareaccord.co.uk or click apply now.

All individuals who apply to work at GreenSquareAccord are considered on their merits in line with our Diversity and Inclusion strategy and policy.

GreenSquareAccord are a Disability Confident Employer therefore we actively encourage applications from individuals with disabilities and try to provide access, adjustments, equipment or other practical support where required. All applicants with a disability who meet the 'essential eligibility criteria' for the role, as detailed in the job description, are guaranteed an interview.

If you need any assistance, adjustments or adaptations throughout our selection processes please let us know.