

SPECIALIST CLEANING TEAM LEADER

Cleaning and Grounds Team,
Estates and Facilities Directorate

GG682

CANDIDATE BROCHURE



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WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines and breaks new boundaries across its priority

research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Many UEA scientists, including Professors Corinne Le Quere, Rachel Warren, Robert Nicholls and Timothy Osborn, have played significant roles in the Intergovernmental Panel for Climate Change (IPCC), which was jointly awarded the 2007 Nobel Peace Prize for its efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.



Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

For an informal discussion about the post please contact Adam Page, Cleaning Services Manager (Academic) via adam.b.page@uea.ac.uk

UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.



OUR BENEFITS

UEA offers a fantastic benefits package for staff. We recognise all our staff have different priorities and lifestyles so we are continually reviewing our offering to ensure there are benefits which suit everyone. Current benefits include:



Competitive
Rates of Pay



20 Days
Holiday
(pro rata)



14 Additional
Statutory and
Customary days



Contributory
Pension



Staff
Development



Sportspark
Discount



Research
Support



Health and
Wellbeing



Library



Campus
Facilities



Care Leave
Policies



Sainsbury
Centre for
Visual Arts



Ofsted
Outstanding
Nursery



And much
more!

Further information can be found on our [Staff Benefits page](#).

THE ROLE

Provide line management, direction, and support to cleaning staff in order to ensure that University facilities are clean internally and externally and well-presented and ready for use by students, staff and visitors and that University policies and procedures are adhered to.

You will report to the Academic Cleaning Manager and be responsible for line managing and supporting cleaners.

KEY RESPONSIBILITIES

OPERATIONAL DELIVERY

- Responsible for ensuring all allocated internal and external areas are cleaned to the agreed standards and are in suitable condition for their intended use; or where the condition is not considered suitable, ensuring that faults, damage or abuse of the facilities are reported through departmental reporting systems.
- Responsible for ensuring that cleaning schedules are adhered to with the support of Cleaning Manager as required.
- Carrying out quality and compliance checks, including completing and maintaining checklists and records of inspections in line with relevant departmental processes, e.g., finished cleaning standards checks, inventories, equipment checks etc.
- Liaising with the Cleaning Manager to arrange cover for absence if additional resources are required.
- Ensuring suitable materials and equipment are provided to cleaning staff and that procedures are in place and adhered to regarding maintaining cleaning materials and equipment in good condition.
- Inducting Cleaners on appropriate safe working procedures, including the operation and care of cleaning equipment and the use of cleaning materials,

as well as training new staff to the University and an overview of basic health and safety requirements.

- Ensuring that own time is managed appropriately.
- Recording absence and providing absence information to the Cleaning Manager .
- Assisting Cleaning Manager as appropriate.
- Managing the use of material resources, including equipment , vehicles , and hire equipment.
- Monitoring the efficiency and effectiveness of cleaning materials and equipment and advising the Cleaning Manager where new materials or equipment are required.
- Ensuring stock levels of cleaning materials are maintained appropriately and orders for new materials or equipment are placed with the Cleaning Manager in a timely manner.
- Ensuring processes and practices relating to security are appropriately followed by Cleaning Staff, including the management of keys.
- Responding to both emergency and non-emergency situations as they may arise in relation to cleaning activities and building defects, ensuring issues are resolved by the relevant party.
- Helping to maintain a safe and secure campus in line with the University's regulations and procedures and reporting incidents.

LINE MANAGEMENT

- Line management duties for all personnel within the cleaning teams assigned to the Cleaning Manager, including appraisals; formal sickness absence management procedures once policy trigger points have been initiated; return to work interviews after sickness absence; performance, general attendance, and conduct issues; and other duties as appropriate within formal University policies and procedures.

THE ROLE (CONTINUED)

KEY RESPONSIBILITIES CONTINUED

LINE MANAGEMENT

- Escalate complex HR issues to Cleaning Manager and work alongside the Cleaning Manager to motivate and support staff.
- Authorisation of annual leave ensuring continuity of service at the required level.
- Hold team briefings with all staff to ensure effective and meaningful communication of key issues, updates and good practice methods and to ensure that all relevant information is passed on to staff.
- Responsible for documenting, maintaining and developing all staff records.
- Ensuring self and staff always have a smart and professional image.
- Acting as a role model, demonstrating good practice in line with the Estates Values.

CUSTOMER CARE

- Providing high standards of customer care, so that the reputation of the UEA is enhanced and targets achieved.
- Monitoring standards, evaluating and promoting new ideas/initiatives in discussion with the Cleaning Manager and Head of Cleaning to maintain a high-quality service.
- Helping to ensure that staff are motivated to remain customer focused at all times.
- Acting as an ambassador of the University, dealing with queries or complaints from customers including other departments, students, staff and visitors, to address any issues or ensure that such situations are passed on to appropriate teams or individuals to progress where required.
- In discussion with the Cleaning Manager or customer, understand any additional requirements needed for scheduled events. Convey this information to the designated cleaning teams ahead of the event and assist with the provision of support services for such events.

HEALTH & SAFETY AND HYGIENE

- All staff are expected to observe all health and safety at work regulations as set out by the UEA in accordance with its statutory obligations.
- Maintaining a safe and clean working environment within the designated areas and ensure a high standard of personal hygiene to comply with statutory and University requirements.
- Ensure health, safety and environmental policies and safe working practices are followed, including:
 - the reporting of accidents and incidents (including environmental incidents, fire, theft and loss).
 - correct use, maintenance and cleaning of equipment, observing all safe practices so that accidents are avoided.
 - Compliance with COSHH procedures.
 - Security, fire and emergency procedures, and UEA practices.
 - The correct use of standard PPE equipment.
- Arrange health and safety training and monitor staff attendance.

ANY OTHER DUTIES

- Maintaining an awareness of, and understand the practical application of, the UEA Environmental Policy and ensure good environmental practice is adhered to in all cleaning activities e.g. waste management, energy efficiency.
- Attending training courses and staff meetings as required.
- Undertaking any other duties as may reasonably be requested of a Team Leader to suit the operational needs of the business.

IRREGULAR DUTIES

- Preparing and assisting with university events which, on occasions, may be outside of normal working hours.

THE PERSON

EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- A Supervisory experience (E)
- Valid UK driving licence (reasonable adjustments will be considered in line with the Equality Act 2010) (E)
- Knowledge of Cleaning Machines (E)
- Good understanding of the use of PPE (E)
- Previous employment in a cleaning, or facilities post or experience of these activities in a relevant environment (D)
- Relevant supervisory qualification (D)
- Qualification in the use of platforms (IPAF) (D)
- Qualification in pressure washing (D)

SKILLS AND KNOWLEDGE

- Sound literacy and numeracy skills (E)
- Supervisory skills and an ability to support a team (E)
- Able to maintain computer-based records (E)
- Good awareness of health and safety issues and management (E)
- Awareness of security and confidentiality issues within all buildings (E)

- Knowledge of stock control (D)
- Ability to working at heights and undertake pressure washing (D)
- Able to prioritise own workload (D)

PERSONAL ATTRIBUTES

- Flexible approach to work with a willingness to change working hours to suit the needs of the University (E)
- Reliable and punctual (E)
- Self-motivated and able to motivate others (E)
- Committed to providing a high standard of customer service and able to communicate well (E)
- Able to conduct tasks that require physical fitness including manual handling. (Reasonable adjustments will be considered in line with the Equality Act 2010) (E)
- A willingness to undergo extra training course to gain qualifications (such as an IPFA licence) (D)
- Willingness to work additional overtime hours as and when required by the university at busy times of the year especially between June and August (D)

Essential Requirements (E) are those, without which, a candidate would not be able to do the job.

Desirable Requirements (D) are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

FURTHER INFORMATION

The post is available immediately on an indefinite part-time (25 hours per week) basis.

Salary will be £24,344 to £25,733 per annum pro rata on Grade 4 on the single salary spine.

Place of Work - The University is strongly committed to providing an excellent student experience and research environment, and it is expected that all staff will be available on campus to carry out their duties during their working week in support of these goals.

This vacancy is not eligible for sponsorship. The successful candidate must hold or obtain permission to work in the UK, which would allow them to take up this post.

The post is superannuable under the Group Personal Pension and there is an annual holiday entitlement of 20 days plus statutory (8 days) and customary (6 days) holidays, pro rata for part-time. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount importance. The University's Safeguarding Policy addresses both child protection and safeguarding children, young people and vulnerable adults within the work of the University. Appointment will be subject to satisfactory pre-employment checks, which may include an Occupational Health assessment.

Information on the benefits of working at UEA can be found at <https://www.uea.ac.uk/about/working-at-uea>.

If you require the information contained within this candidate brochure in a different format please email staff.recruitment@uea.ac.uk

HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: <https://vacancies.uea.ac.uk>

The closing date for this role is 11:59pm on **12 May 2025**.

It is anticipated that interviews will take place on **19 May 2025** and we will inform you of the outcome of your application prior to this date.

Candidates should note that travel and incidental expenses incurred in attending an in-person interview will not be reimbursed.

ABOUT THE DIRECTORATE

The Estates and Facilities Directorate is responsible for the buildings and grounds that make up our campus and ensures the smooth running of the facilities that underpin teaching, learning and research activities. We strive to maintain a sustainable, safe and well-maintained campus for all our staff, students, researchers and visitors.

Our teams provide a 365 days of the year, 24 hour service to our campus community. We maintain the fabric of existing buildings (both residential and academic), manage 360 acres of grounds with rich biodiversity, deliver projects for the refurbishment of existing buildings and construction of new buildings, and provide services including car parking and waste collection. We are also responsible for the continual development of the campus, ensuring that the built estate meets UEA's business needs. There isn't an aspect of university life that we do not support and UEA relies upon the Directorate to enable everything that it does.

The Directorate is made up of several interconnected teams: Building Management Systems, Cleaning, Customer Liaison, Engineering, Grounds, Maintenance, Post & Portering, Projects, Security, Space Management, Sustainability and Transport. As well as working together, we work closely with other areas of UEA.

As a Directorate we work towards continuous improvement, in the services we deliver and in the opportunities we provide to the members of our team for professional and personal development. All our jobs are customer facing to some degree.





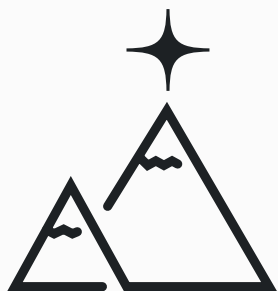
OUR VALUES

Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

- ✦ AMBITION
- ✦ COLLABORATION
- ✦ EMPOWERMENT
- ✦ RESPECT

OUR VALUES (CONTINUED)



AMBITION

We are ambitious for our future success.

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.



COLLABORATION

We are collaborative in our approach.

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



EMPOWERMENT

We empower ourselves and each other.

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.



RESPECT

We respect each other.

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.

ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

A vibrant place to study, learn and work, UEA is a very special place.



A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

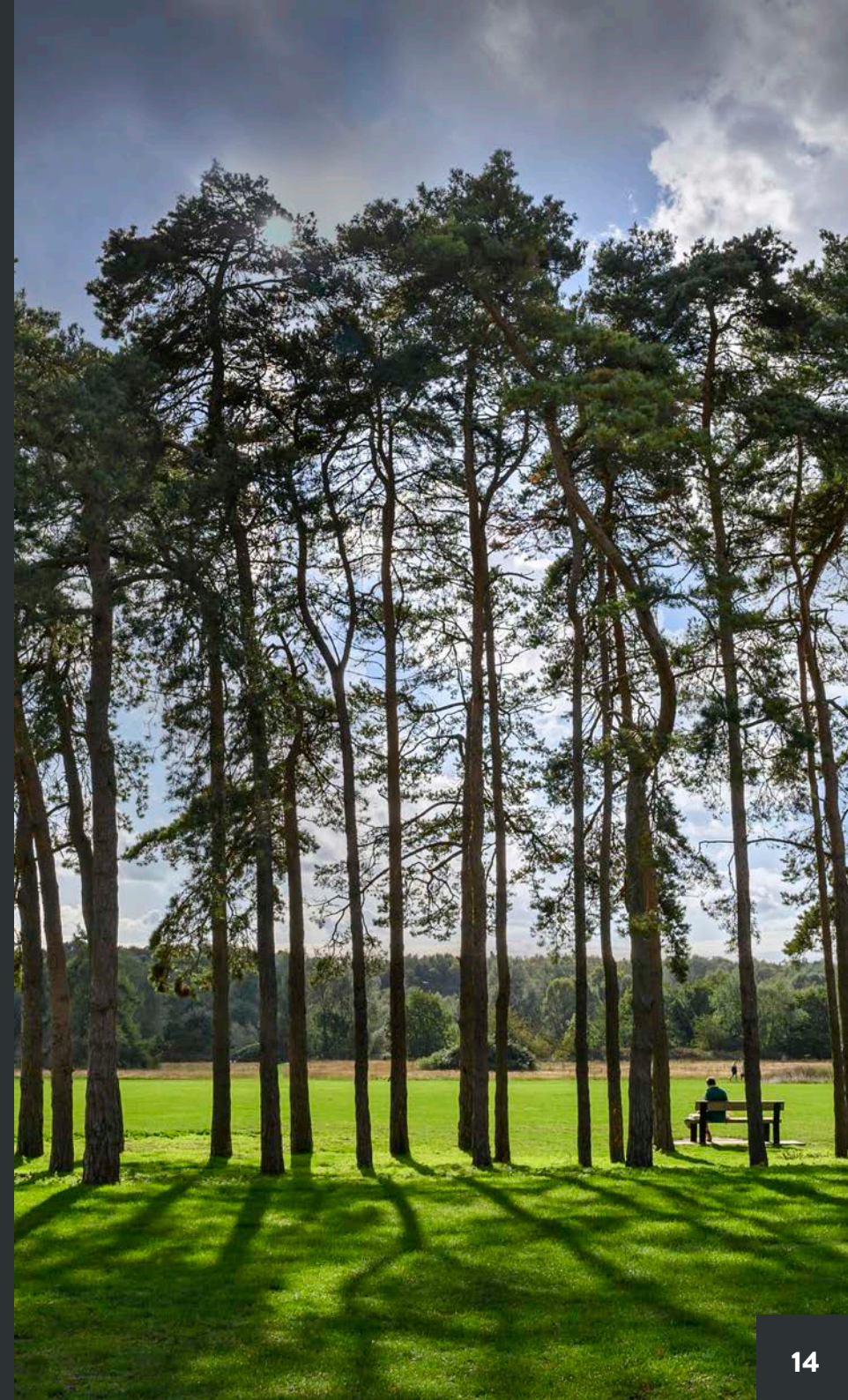
At a basic level, our sustainable development means that we try to balance the ‘three pillars’ of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and ‘eco’ products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on Twitter [@SustainableUEA](https://twitter.com/SustainableUEA)



OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office), banking facilities and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.



NORWICH

A CITY OF STORIES

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930's parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite <https://www.uea.ac.uk/about/working-at-uea>. Additional information about living and working in the city of Norwich can be found at <https://www.workinnorwich.co.uk/>



If there is another city in the United Kingdom with a school of painters named after it, a matchless modern art gallery, a university with a reputation for literary excellence which can boast Booker Prize-winning alumni, one of the grandest Romanesque cathedrals in the world, an extraordinary new state-of-the-art public library then I have yet to hear of it. Norwich is a fine city. None finer.

STEPHEN FRY



LOCATION

Some cities you've heard of, others you have to discover.

Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

BY RAIL

LONDON • 2 HOURS

CAMBRIDGE • 1 HR 15 MINS

BIRMINGHAM • 4 HOURS

Many European cities (including Paris and Amsterdam) easily accessible by train

BY ROAD

KINGS LYNN • 1 HOUR

CROMER • 45 MINUTES

SOUTHWOLD • 1 HOUR

BY AIR

NORWICH AIRPORT • 20 MINUTES

STANSTED AIRPORT • 2 HOURS

London is a major airline hub and all main international destinations are easily accessible



An internationally renowned university, UEA is ranked in the UK Top 25 (Complete University Guide 2025), UK Top 30 (The Mail 2025) and the World Top 100 (Times Higher Education Impact Rankings 2024), where it ranks in the UK Top 20 for research quality (Times Higher Education Rankings for the Research Excellence Framework 2021) and World Top 20 for Health and Wellbeing (QS World University Rankings for Sustainability 2024), reflecting the international excellence of its research environment. The University holds UK Teaching Excellence Framework Silver status.

Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we already hold an Athena Swan Silver Institutional Award in recognition of our advancement towards gender equality. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

