

Job title: Hygiene & Cleaning Team Leader, Dishpatch

Core information

Location: North Greenwich- Dishpatch	Lines of business or shared capability area: Waitrose
Reports to: Operations & Production Manager, Dishpatch	
People Management: Yes ▾	
Assignment Management: No ▾	
Partnership Level: Partnership level 10 ▾	Manager's Partnership level: Partnership level 6 ▾
Number of direct reports: 1	Partnership level(s) of direct reports: Partnership level 10 ▾

About the John Lewis Partnership

The Partnership is the UK's largest employee-owned business and home to our two well-loved retail brands – John Lewis and Waitrose, as well as expanding into new areas beyond retail.

We aren't an ordinary business, though. The Partnership is different because everyone who works here isn't just an employee. We are Partners, with a shared responsibility for our success, and we share the rewards when we're successful.

Everything we do is powered by our unique Purpose: **Working in Partnership for a happier world.** Our Purpose inspires our principles, drives our decisions and acts as our guide, so that everything we do contributes to Happier People, Happier Business and a Happier World.

Critical purpose of the role

To ensure a clean, safe, and compliant site environment by managing cleaning schedules, supervising the site services team, assisting with building management, overseeing chemical management, conducting site inspections, and maintaining Food, health and safety standards, while collaborating with management to address operational priorities.

Primary Outcomes & Accountabilities

Maintain high cleanliness and hygiene standards across all areas, including warehouses, fulfilment and production zones, and external spaces.

Ensure periodic deep cleaning of critical areas is completed as per schedule.

Measures of success

- Consistently high audit scores and positive stakeholder feedback.
- Cleaning schedules and defect resolutions completed on time.
- Accurate inventory with zero misuse incidents.
- Fully staffed schedules with high productivity and minimal absenteeism.
- Zero safety incidents and full regulatory compliance.
- Timely, actionable reports and effective issue



Conduct regular site inspections to verify cleanliness, safety, and maintenance compliance.

Identify, report, and coordinate the resolution of site defects or maintenance issues promptly.

Manage the ordering, safe storage, and usage of cleaning chemicals in compliance with company and regulatory guidelines.

Maintain accurate chemical inventory and replenishment records.

Lead and supervise the site hygiene and cleaning team, ensuring tasks are executed effectively.

Develop and manage team schedules to guarantee adequate coverage for all cleaning and site hygiene and cleaning activities.

Uphold strict adherence to food, health and safety protocols across all site services.

Perform regular audits and checks to ensure compliance with safety standards.

Provide regular reports on cleanliness, chemical inventory, team performance, and inspection outcomes to management.

Collaborate with the Operations and Production Manager to align on operational priorities and resolve site issues.

resolution with management.

Skills

- Leadership: Effective team management and task delegation.
- Organization: Efficient scheduling and inventory management.
- Health and Safety: Strong knowledge of compliance and audit processes.
- Problem-Solving: Quick resolution of site issues.
- Inspection & Reporting: Detail-oriented with clear reporting abilities.
- Communication: Strong collaboration and interpersonal skills.



Qualifications & Experience (where applicable)

Essential

- Proven experience in site services, facilities management, or similar roles.
- Knowledge of cleaning processes, chemical handling, and health and safety regulations.
- Strong leadership, organizational, and time-management skills.
- Effective communication and reporting abilities.
- Food Hygiene and Safety Level 2

Desirable

Version	Created/updated by	Date
1	Amit Chauhan	12/03/2025