

# JOB DESCRIPTION

<b>Vacancy reference:</b>	SRF37362
<b>Post Title:</b>	Cleaning Supervisor
<b>Grade:</b>	Grade 4
<b>School/Department:</b>	Cleaning Services / Campus Services
<b>Reports to:</b>	Cleaning Services Manager
<b>Responsible for:</b>	Area Cleaning Team

## Purpose

To assist the Cleaning Services Manager in the organisation and delivery of cleaning teams and staff with respect to cleaning services in academic buildings and administrative areas and to ensure the Service Level Agreement in place and the Cleaning standards are achieved and maintained.

## Main duties and responsibilities

To supervise the cleaning staff; to clean and maintain high standards in all areas; and to monitor the cleaning to ensure it complies with agreed service levels. Carry out regular building cleaning audits with Cleaning Operatives and to provide feedback and guidance to staff.

- To deliver cleaning services as per the cleaning industry best practice, in line with relevant legislation and to meet the requirements of the Cleaning Services Service Level Agreement.
- To attend regular team briefings and other meetings as necessary to facilitate the smooth running of the department and to provide feedback on observations.
- To organise staff rotas and work allocation to cover for holidays or sickness or any other absence and to complete appropriate paperwork in relation to the job e.g. time sheets, holiday forms, stock request sheets, staff signing in sheets and monthly time sheets in preparation for the payroll department.
- To carry out return to work interviews, completing appropriate paperwork, monitoring of sickness and absence, and dealing with and or escalating appropriately. As well as providing a consistent level of support to staff, ensuring that development and training is provided and HR issues are dealt with appropriately, including management of staff performance.
- To provide Cleaning Operatives with yearly job chats and regular one to ones at a frequency agreed with the Cleaning Services Manager and to hold regular team meetings with staff and inform the Cleaning Services Manager of any recent issue or requests.
- To liaise with other Campus Services staff to ensure that all areas are cleaned to a high standard, providing onsite support ensuring correct standards of service are delivered.
- Train staff to a high standard through in-house training, and to provide staff with advice and coaching on correct cleaning techniques to the standards as laid out in the Cleaning Services Training programme
- To advise the Cleaning Services Manager of any training needs for either their staff or themselves. To develop skills by attending training programmes as the Cleaning Services Manager deems appropriate. To attend any training to meet the department's Health & Safety requirements.

- To undertake specialist cleaning duties e.g. deep cleaning of floors, carpet cleaning etc.
- Assist the Cleaning Services Manager with the recruitment of staff to ensure that all staff are recruited in line with University policies.
- Monitor the use and allocation of consumables, ensuring effective and efficient use of resources and assisting with unloading of stock deliveries and delivering to various buildings on stock days.
- Responsible for asset management of cleaning equipment within designated working area, ensuring all machinery is PAT tested to date and that all equipment and materials are available to contract standard and are stored and maintained properly when not in use. Be prepared to assist with moving materials and equipment around campus and other sites. This will require driving University vehicles.
- Provide assistance and cover in other buildings and departments depending on operational requirements. The post holder needs to be prepared to work flexibly to support University events, including weekend open days, visit days, emergencies, or any other events.
- Communicate effectively with clients, holding regular meetings to ensure the specification is met, requests are responded to and problems resolved.
- To be responsible for the safety, welfare, and good conduct of Cleaning staff within supervision. Reporting all incidents affecting the security, safety or integrity of the University, its members, and visitors promptly and in full to the appropriate office of the University
- To undertake any other duties commensurate with the level of the post, as required by the Cleaning Services Manager.

## **Health and Safety**

- To follow University Health and Safety Codes of Practice and guidelines and to attend training sessions as required.
- To ensure that the relevant risk assessments relating to Health & Safety for Cleaning Services are adhered to in accordance with Health & Safety procedures.
- Note COSH safety data for cleaning chemicals and ensure compliance for the storage and usage of such.
- Ensure staff are trained to meet H&S requirements: Manual Handling, Fire Training, Night working, specialist lab cleaning (Cat 2) etc. and ensure training records for staff are updated to meet with ISO9001:2015 requirements.
- To report any incident that involves injury, damage to any person or property, pedestrian or third party immediately in line with University procedures.
- To observe lone working guidance practices.

## **Supervision received**

Cleaning Supervisors will report directly to the Cleaning Services Manager or the Assistant Cleaning Services Manager in the absence of the former.

## **Supervision given**

To supervise, direct and monitor performance of cleaning staff. Liaison with visitors, staff and students and ensuring that a good customer service is always delivered.

## **Contact**

Cleaning Supervisors will encounter staff, students, tenants and members of the public on a regular basis and are expected to deliver a good customer experience.

## **Terms and conditions**

The hours of work are 36 hours per week Monday to Friday between the hours of 05.30 and 20.00 (pro-rata for part-time workers) and some weekend and overtime working may be required, plus occasional cover or extra shifts, when circumstances dictate.

The Cleaning Services Supervisor is required to hold a full clean driving licence and be willing to drive Campus Services Vehicles as part of their role. The role is required undertake appropriate driver training as prescribed

Campus Services is proud to hold ISO9001:2015 accreditation and actively works to maintain high quality standards in accordance with the Standard.

Uniform / Protective clothing will be provided and it is expected that this will be worn at all necessary times to ensure employee safety.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

**Date assessed: July 2020**

# PERSON SPECIFICATION

Job Title	School/Department
Cleaning Supervisor	Cleaning Services / Campus Services

Criteria	Essential	Desirable
----------	-----------	-----------

<b>Skills Required</b>	<ul style="list-style-type: none"> <li>• Effective communication skills both written and verbal</li> <li>• Proven numeracy skills</li> <li>• Attention to detail</li> <li>• Experience in Customer Service</li> <li>• Able to demonstrate leadership skills</li> <li>• Possess organisational and planning skills</li> <li>• Ability to understand and carry out instructions</li> <li>• Proven ability to train and coach staff</li> <li>• To be able to interpret written instructions and follow procedures effectively.</li> <li>• Ability to organise and prioritise work effectively through good time management and organisational skills.</li> <li>• Computer literate and able to use electronic communication</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills</li> </ul>
<b>Attainment</b>	<ul style="list-style-type: none"> <li>• To have obtained an NVQ or BICs qualification in cleaning</li> <li>• Good general level of education</li> </ul>	<ul style="list-style-type: none"> <li>• H&amp;S qualification: COSHH and Safety Data</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of cleaning equipment and chemicals</li> <li>• Understanding of H&amp;S in relation to equipment and chemicals</li> </ul>	<ul style="list-style-type: none"> <li>• To have an appreciation of environmental issues in relation to waste and recycling.</li> <li>• Understanding of Health and Safety issues as applied to the cleaning industry</li> </ul>
<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>• Experience in the cleaning industry in supervisory capacity; management of a team of Cleaning Operatives in accordance with Service Level Agreements</li> </ul>	<ul style="list-style-type: none"> <li>• Stock control</li> <li>• Understanding of the need of colour coded equipment.</li> </ul>
<b>Disposition</b>	<ul style="list-style-type: none"> <li>• Ability to work as part of a team and promote effective team working</li> <li>• Demonstrates flexible approach to work</li> <li>• Advocate of customer care</li> <li>• Able to work on own initiative, be self-motivated with minimum supervision</li> <li>• Enthusiastic and willing to learn</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

<b>Other</b>	<ul style="list-style-type: none"> <li>• Possession of a full clean driving licence</li> <li>• Have a willingness to undertake paid overtime as required.</li> <li>• Post holders are required to undertake University Cleaning Services Training and training to comply with University procedures on health &amp; safety, environmental awareness relating to waste, system privacy and data security.</li> </ul>	<ul style="list-style-type: none"> <li>• First Aid qualification</li> </ul>
--------------	---	---

Completed by: Lucy Virtue (revised)	Date: July 2020
-------------------------------------	-----------------