

JOB DESCRIPTION

Vacancy reference:	SRF29441
Post Title:	Cleaning Services Manager
Grade:	Grade 6
School/Department:	Campus Services, Estates
Reports to:	Campus Services Director
Responsible for:	Cleaning Services Team

Purpose

To be responsible for the management and resourceful deployment of the University Cleaning staff to enable an efficient and effective service to University Estate users and to ensure University business activity is maintained.

To take a proactive approach to ensure that the University's academic estate is kept clean and hygienic at all times.

To provide operational leadership and direction to the Cleaning Services team, demonstrating a highly organised approach to allocating resource to ensure optimum performance via robust service level agreements and key performance indicators including continuing/enhancing service improvements and customer focused initiatives.

Main duties and responsibilities

Staff Management

To effectively engage, motivate and manage staff. This will include:

- To undertake day to day management of the Cleaning Services Team to maintain quality and service consistency and presenting a positive image of the Service. Manage the HR processes relating to this: Recruitment, disciplinary and capability matters, regular 121 meetings, annual PDR's etc. Regularly analyse and monitor staff role effectiveness from a quality standard perspective and periodically review system as necessary
- To ensure that Cleaning Operatives comply with the conditions of employment, protocols and practices of the Department and the University,
- To ensure that a professional code of behaviour is followed by all members of the Cleaning team,
- Keeping Campus Services senior management informed of resource implications.
- To monitor and manage the Cleaning Services section Financial budget and have budgetary control for Cleaning activities, equipment and personnel within the agreed spending limit for this area ensuring cost effective service provision and prompt accurate recharging as appropriate.
- To be responsible for the management of Service Level Agreement specifications and design systems and operational procedures accordingly.
- Ensure that Cleaning staff are aware of their service obligations and have a clear understanding of customer expectations and requirements.
- Maintain regular contact with customers within the University to ensure that Cleaning Services are compliant to service requirements and that the services provided meet the customer needs

and expectations. Obtain feedback on service provision and customer service and review regularly to ensure service levels remain consistent.

- Manage the outsourced services, such as external cleaning suppliers – Hygiene Services and equipment maintenance contractors. Monitor service provision from outsourced services by way of regular meetings with representatives to ensure SLA requirements are met.
- To seek out and become actively involved with appropriate networking organisations and forums: specifically BACHE (British Association of Cleaning in Higher Education), SUPC (Southern University Purchasing Consortium) and BICS (British Institute of Cleaning Sciences), sharing knowledge and best practice to enhance Cleaning services.
- Undertake relevant continuous professional development and maintain awareness of and compliance with statutory legislation.
- To prepare reports for senior management/committee as required.

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 written, maintained, reviewed and updated as required in accordance with Health & Safety procedures.
- Maintain COSHH 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 maintain accurate training records for staff 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.
- Monitor monthly H&S Incident reports, taking appropriate prompt action to ensure Cleaning incidents are kept to a minimum.
- To monitor and observe lone working guidance practices.

General/Office

- Carry out Cleaning related management administration tasks using Microsoft Office software as required. Use University communications equipment following published policy guidelines (phones, radio's etc.)
- To cover for members of the Cleaning Services Management team when absent from work (annual leave or sickness absence).
- To communicate with building occupants, visitors and service providers in a clear, concise and polite, professional manner by responding to inquiries by telephone, email and face to face. To be able to draft letters, email responses and other customer service documents as required.
- To provide advice to building occupants and external contractors on standards, processes and procedures; research and clarify as required.
- Participate in and carry out Cleaning Services checks and audits as required to comply with ISO9001:2015 QMS accreditation standard.
- To observe and carry out all responsibilities and processes to comply with University Environmental policy and ISO14001:2015 accreditation standard.
- Other duties to assist with the general management of the section as and when required
- To carry out any additional duties as deemed appropriate by the Campus Services Director.

Supervision received

The Cleaning Services Manager reports to the Campus Services Director. Minimal supervision on day to day issues. Long term and strategic issues/decisions undertaken in conjunction with the Campus Services Director.

Supervision given

Responsible for the management of the Assistant Cleaning Services Manager and Cleaning Supervisors and the supervision of the Cleaning Services Team across the University Campuses.

Contact

All Schools and Functions across the University Campuses. External Companies (tenants) on University Estate. Suppliers and 3rd Party Service Providers.

Terms and conditions

The post is full time (35 hours per week). Some flexibility will be necessary involving occasional earlier starts and later finishes as well as some weekend working (Open Days etc).

The Cleaning Services Manager 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.

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: June 2019

PERSON SPECIFICATION

Job Title	School/Department
Cleaning Services Manager	Cleaning Services, Campus Services, Estates

Criteria	Essential	Desirable
Skills Required	<p>Experience of managing staff including conducting annual appraisals</p> <p>Ability to identify and solve problems</p> <p>Ability to work as part of a team as well as independently.</p> <p>Excellent IT skills and abilities using MS Office software, systems packages and Outlook.</p> <p>Excellent Customer service skills including giving clear and concise communications for instruction and guidance, both written and oral.</p> <p>Ability to prioritise a demanding workload.</p> <p>Excellent organisational skills</p> <p>Knowledge and experience of Cleaning Services operations</p> <p>Ability to present information professionally in a variety of ways.</p> <p>Ability to develop excellent working relationships with operational managers, colleagues and the wider University stakeholders</p>	<p>Experience of using FM packages (WREN)</p> <p>Experience of using SharePoint/EDMS systems</p> <p>ISO9001:2015 Quality system familiarity</p>

<p>Attainment</p>	<p>A Level/ONC or higher</p> <p>Relevant working experience in Cleaning Services Industry</p> <p>Full UK driving licence and willingness to drive university vehicles as part of role</p>	<p>Degree or equivalent qualification</p> <p>H&S qualifications</p> <p>Membership of an appropriate professional body.</p>
<p>Knowledge</p>	<p>Working knowledge and experience of modern cleaning methods/working in the Cleaning Services industry.</p> <p>Excellent understanding and working practice of H&S policies and procedures relating to Cleaning Services</p> <p>High level experience of Customer service delivery</p> <p>Proven management experience in planning and progressing activities within a broad programme of work</p> <p>IT skills to enable production of reports and statistical information</p> <p>Experience of developing, implementing and monitoring Service Level Agreements.</p>	<p>Cleaning Services management experience in a Higher Education Environment.</p>
<p>Relevant Experience</p>	<p>Experience of working in a customer facing environment</p> <p>Managing staff : experience of managing teams and thorough knowledge of team working principals</p> <p>Managing financial budgets</p> <p>Experience of interviewing and investigating for disciplinary purposes</p>	<p>Experience of working in a Higher education work environment</p>

	Experience of developing and implement and monitoring Service level agreements.	
Disposition	<p>Professional, friendly and polite with a strong customer service focus</p> <p>Assertive and confident manner</p> <p>Ability to use initiative and make qualified decisions</p> <p>Excellent interpersonal skills, able to demonstrate diplomacy and perception</p> <p>Positive flexible approach to work including being comfortable with change and new processes.</p> <p>Ability to maintain effectiveness under pressure.</p> <p>A team builder, team player and motivator</p> <p>Excellent command of English both written and oral</p> <p>Proven ability of working and managing a diverse range of people</p>	
Other	<p>To undertake required training to comply with University procedures</p> <p>Have a willingness to work out of hours if required</p>	

Completed by: Lucy Virtue	Date: June 2019
---------------------------	-----------------