

JOB DESCRIPTION

Vacancy reference:	SRF31863
Post Title:	Assistant Cleaning Services Manager
Grade:	Grade 5
School/Department:	Campus Services, Estates
Reports to:	Cleaning Services Manager
Responsible for:	Cleaning Operatives – Thames Valley Science Park Library Cleaning Operatives External Cleaning Contracted Staff

Purpose

To assist in the growth and maintenance of the service by establishing and maintaining a cleaning service to ensure adequate cover to meet Service Level Agreements is achieved and that the University's academic estate is kept clean and hygienic at all times. To assist the Cleaning Services Manager in the organisation and delivery of cleaning services.

Main duties and responsibilities

Staff Management

- To support the day to day management of the Cleaning Services Team to maintain quality and service consistency and presenting a positive image of the Service.
- To deputise for the Cleaning Services Manager in their absence.
- To work flexibly to support daily working starting earlier or later as required by the Cleaning Services Manager.
- To be able to cover and support University Events to meet the needs of the customers and areas of responsibility.
- To provide a cost efficient service with regard to allocation of work/deployment of staff to include management of annual leave and sickness absence in accordance with HR processes and procedures..
- To provide staff with advice, training and induction on correct cleaning techniques and to ensure that regular risk assessments are undertaken.
- To oversee the Cleaning Services Training Programme for cleaning staff, to ensure that Supervisory staff are competently carrying out the training of their staff in accordance with the programme.
- To participate in the selection and interviewing of new staff and to be involved in their subsequent training.
- To monitor office stationery, the stores issues and usage of consumable items ensuring effective and efficient use of resources.
- To perform regular cleaning area audits in area of responsibility to assess service level consistency and to report findings accordingly. To address areas or concern or in need of attention with Cleaning Operatives.

- To provide cleaning operatives with yearly job chats, regular 1:2:1's and to hold monthly team meetings. To inform and update the Cleaning Services Manager of any recent issues or requests.
- To complete the monthly timesheet in accordance with HR Payroll deadlines and to liaise with Payroll in Cleaning Services Managers absence.
- To visit other 'off site' areas of University Estate such as the farms, London Road, TVSP and Earley Gate to monitor cleaning standards.

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.
- 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 area Cleaning Operatives or 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 be willing to maintain and develop continued professional development by attending training programmes in consultation with the Cleaning Services Manager.
- 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 Cleaning Services Manager.

Supervision received

The Assistant Cleaning Services Manager reports to the Cleaning Services Manager.

Supervision given

To supervise, direct and monitor performance of the Cleaning Supervisors and area staff. Liaison with visitors, staff, students and customers ensuring an effective Customer Service at all times.

Contact

Campus Services: Security, Building Support, Porters. Estates staff, staff from 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 (36 hours per week). Some flexibility will be necessary involving occasional earlier starts and later finishes as well as some weekend working (Open Days etc) may be required.

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: Reviewed January 2020

PERSON SPECIFICATION

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

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Experience of supervising staff including overseeing training and conducting annual appraisals • Ability to work as part of a team as well as independently • Proven IT skills and abilities using MS Office software, systems packages and Outlook • Excellent Customer service skills including giving clear and concise communications for instruction and guidance, both written and oral • Ability to prioritise own and Cleaning staff workload to meet deadlines • Proven organisational skills • Knowledge and experience of Cleaning Services operations • Ability to develop excellent working relationships with operational managers, colleagues and the wider University stakeholders • Attention to detail 	<ul style="list-style-type: none"> • Experience of using FM packages (WREN) • Experience of using SharePoint/EDMS systems • ISO9001:2015 Quality system familiarity
Attainment	<ul style="list-style-type: none"> • Good general level of education. • BICSc/COPC Stage 1 qualification or NVQ 	<ul style="list-style-type: none"> • H&S qualifications • Membership of an appropriate professional body

	<p>Level 2 equivalent in Cleaning Sciences.</p> <ul style="list-style-type: none"> • BICSc Assessor qualification • Relevant working experience in Cleaning Services Industry • Full UK driving licence and willingness to drive university vehicles as part of role 	
Knowledge	<ul style="list-style-type: none"> • Sound working knowledge and experience of modern cleaning methods/working in the Cleaning Services industry • Working knowledge and understanding of H&S policies and procedures relating to Cleaning Services • Experience of Customer service delivery in service environment • Knowledge and awareness of Service Level Agreements 	<ul style="list-style-type: none"> • COSHH Certification • Appreciation of Environmental requirements in relation to Waste and Recycling.
Relevant Experience	<ul style="list-style-type: none"> • Experience of working in a customer facing environment • Experience of working in the Cleaning Industry in a supervisor capacity. • Supervising staff: experience of managing teams and thorough knowledge of team working principals/staff management procedures • Experience of working to and monitoring Service level agreements 	<ul style="list-style-type: none"> • Experience of working in a Higher education work environment • Awareness of financial processes: Stock control, budgeting

Disposition	<ul style="list-style-type: none"> • Professional, friendly and polite with a strong customer service focus • Assertive and confident manner • Ability to use own initiative and make qualified decisions • Excellent interpersonal skills, able to demonstrate diplomacy and perception • Positive flexible approach to work including being comfortable with change and new processes • Ability to maintain effectiveness under pressure • A team builder, team player and motivator • Excellent command of English both written and oral • Proven ability of working and managing a diverse range of people 	
Other	<ul style="list-style-type: none"> • To undertake required training to comply with University procedures • Have a willingness to work out of hours if required • Undertake appropriate driver training as prescribed 	<ul style="list-style-type: none"> • First Aid qualification

<p>Completed by: Reviewed Lucy Virtue</p>	<p>Date: Reviewed Jan 2020</p>
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