

JOB DESCRIPTION

Post Title: Cleaning Supervisor		Director/Service/Sector: Finance/Property Services/ Facilities Management		Office Use
Grade: 2		Workplace: Site based		JE ref: 230 HRMS ref:
Responsible to: Facilities Supervisor		Date:	Lead & Man Induction:	
Job Purpose: Supervise a team of cleaners and delegating work. Carrying out audits of cleaning areas.				
Resources	Staff	Team of Cleaners		
	Finance	None		
	Physical	Shared responsibility for the careful use of equipment. Stock ordering.		
	Clients	None		
<p>Duties and key result areas: carried out in accordance with the specification for Facilities Cleaning Operations Manual, individually or as part of a team, these include, but are not restricted to:-</p> <ol style="list-style-type: none"> 1. Supervise the work of a team of cleaning staff, delegating work appropriately, providing clear guidance and motivating staff to achieve service objectives and quality standards. This will include carrying out cleaning audits and providing feedback. 2. Provide induction and training to the workplace and train staff in work related tasks, ensuring training records are kept up to date. 3. Ensure that all staff, including self, adopt safe working practices in all aspects of work. 4. Maintain adequate stock levels of appropriate supplies following corporate procedures and distribute supplies as necessary. 5. Ensure that all appropriate work records are completed accurately in line with service procedures. 6. Sweep, mop, wipe, wash, polish, vacuum, dust and polish walls, floors, furniture and fittings in accordance with service specifications and standards, including personal items belonging to service users as necessary. 7. Empty litter bins, remove small quantities of rubbish and other wise keep tidy all allocated areas. 8. Use, as appropriate, powered equipment as provided, ensuring that manufacturer's guidance and operating instructions are safely observed. 9. Other duties appropriate to the nature, level and grade of the post. 				
Work Arrangements				
Transport requirements:		None		
Working patterns:		Monday to Friday		

PERSON SPECIFICATION

Post Title: Cleaning Supervisor		Director/Service/Sector: Facilities Management	Ref:
Essential		Desirable	Assess by
Qualifications and Knowledge			
British Institute Of Cleaning Science Certificate of Proficiency (L1) or equivalent. Knowledge of Health & Safety legislation relating to a cleaning environment Trained in Manual Handling. Diploma in Cleaning and Support Services or willingness to gain qualification	A supervisory qualification e.g. City & Guilds in Cleaning Supervision British Institute Of Cleaning Science assessor's qualification or equivalent.		
Experience			
Relevant experience in a building cleaning environment. Experience of supervising a team and performance management Training and coaching staff	Supervision of others.		
Skills and competencies			
Literacy skills sufficient to read text and write straightforward sentences. Numeracy skills sufficient to undertake straightforward arithmetic functions. Strength, dexterity and co-ordination to use a range of cleaning tools and equipment. Ability to organise self and work without constant supervision. Listens, consults others and communicates clearly. Ability to organise others. Reliable and keeps good time. Customer care skills.			
Physical, mental, emotional and environmental demands			
Work from a standing position, need to walk, bend, lift and carry moderate weights. Short periods of concentration dispersed throughout day, week and month. Few emotional demands. Mainly indoor work with regular exposure to unpleasant conditions including toilets, soiled linen and chemical substances.			
Motivation			
Appropriately follows instructions to achieve set objectives. Committed to the provision of quality services to achieving customer satisfaction. Adapts to change by adopting a flexible and cooperative attitude. Supportive and adapts to team working. Demonstrates integrity and upholds values and principles. Promotes equal opportunities and anti-oppressive practice in all aspects of work. A willingness to undertake job related training.			
Other			

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others
e.g. case studies/visits