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| **Job Description** |
| **Post title** | Area Cleaning Supervisor |
| **JE Reference No** | N10442 |
| **Grade** | 6 |
| **Service** | Regeneration, Economy and Growth |
| **Service Area** | Corporate Property and Land – Building & Facilities Maintenance  |
| **Reporting to** | The post holder will be responsible to the Contract Support Officer (Building, Cleaning and Caretaking). |
| **Location** | Your normal place of work will be a DCC building within a designated geographical area of the county, but you may be required to work at any council workplace within County Durham |
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| **DBS** | This post is subject to a DBS Enhanced Disclosure   |
| **Flexitime** | This post is subject to service needs the council’s flexible working policy is applicable to this post. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
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| **Description of role** |

**Work alongside:** With and across all Service groupings

**Responsible for:** Supporting the Contract Support Officer to deliver a high quality cleaning and caretaking service

**Responsive to:** Managers, Officers and building users

To assist the Contract Support Officer (Building Cleaning and Caretaking) in the day to day operation of the Cleaning Service, providing the key link between management and operational staff.

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| **Duties and responsibilities** |

1. To be responsible for the day to day running of units including staffing levels and be financially accountable for all aspects of the operation.
2. To ensure what the methods of work procedures and frequencies are in accordance with the specification and work schedules.
3. To maintain a pool of casual staff for periods of sickness, holidays or other absences in accordance with the service needs.
4. To be responsible for the monitoring of any work undertaken by contractors e.g. window cleaning, if appropriate.
5. To promote and maintain good working relationships with service users in order that any problems or complaints are dealt with promptly.
6. To liaise with premises staff and Building and Facilities Maintenance contract personnel with regard to the scheduling of periodic work.
7. To submit timely requests for repair work in the event of machinery breakdown.
8. To undertake pricing of additional service requests for cleaning including advice on hours, materials, equipment and to carry out any additional works as directed.
9. To update equipment registers, logging repair work, servicing and testing.
10. To assist where necessary the preparation, amendment and monitoring of work schedules.
11. To work with operational staff to assess equipment and materials to develop good cleaning practices and to promote the cleaning service.
12. To implement and monitor health and safety guidelines.
13. To build and maintain good staff morale and discipline by professional leadership and counselling.
14. To attend any meetings and training sessions as required.
15. To regularly monitor standards and notify operational staff of any remedial action necessary.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Contract Support Officer (Cleaning And Caretaking).

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| **Organisational responsibilities** |

Values and Behaviours

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

Smarter working, transformation and design principles

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

Communication

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

Health, Safety and Wellbeing

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

Equality and diversity

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

Confidentiality

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

Climate Change

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

Performance management

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

Quality assurance (for applicable posts)

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

Management and leadership (for applicable posts)

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

Financial management (for applicable posts)

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

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| Person specification |
|  | Essential | Desirable |
| Qualifications | NVQ level 2 or equivalent in a relevant discipline | Evidence of continual developmentBICS Cleaning Operators Proficiency Certificate level 3NVQ level 3 or equivalent in a relevant discipline |
| Experience | Evidence of experience in people management/ supervisory role including sickness absenceEvidence of working in Cleaning environmentExperience of implementing and monitoring staff rotas and work schedulesExperience in cleaning skills trainingExperience in a relevant discipline | Experience of administration processes/clerical dutiesExperience of quality control inspectionsExperience of monitoring work undertaken by contractors |
| Skills & Knowledge | Knowledge of cleaning equipment materials and COSHHEvidence of problem solvingKnowledge of working Health & Safety requirements | Experience of quality systemsExperience of NVQ training |
| Personal Qualities | Able to cope under pressureAble to work with minimum supervisionMay be required to work outside of normal office hoursFlexible approach to work in order to ensure contractual requirements are met.Travel is an essential requirement of the post.Due to the requirement to drive a County Council vehicle in this role, appointment will be subject to the production of a valid driving licence for the required category of vehicle and the satisfactory completion of an in-house Driver Induction Assessment. |  |