



POST TITLE	CLEANING SUPERVISOR
DIVISION / SECTION	PROPERTY & FACILITIES MANAGEMENT
DEPARTMENT	RESOURCES
RESPONSIBLE TO	LOCALITY HUB TEAM LEADER
NUMBER OF POST HOLDERS	27
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

To allocate daily tasks to cleaning operatives and deal with day to day matters, escalate concerns and reporting unresolved issues to the Locality Hub Team Leader.

To be responsible for the general cleaning of the premises and to carry out cleaning tasks as required in accordance with the Service Level Agreement, under the direction of the Locality Hub Team Leader whilst ensuring all cleaning materials/equipment are handled and utilised in a safe and conscientious manner.

The standard of cleaning should support the retention of QHSAS 18001 and ISO 9001.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Supervise the day to day activities of Cleaning Operatives, including the co-ordination and allocation of work duties, this will require mobility across the locality.
- Logging all complaints and ensuring they are dealt with accordingly or escalated to the FM Locality Hub Team Leader.
- Manage own time to meet deadlines and deliver positive outcomes to agreed cleaning standards (SLA's) following an agreed rostering and work schedule unless advised otherwise by direct line management.
- The post holder will be required to attend regular Client meetings ensuring that both service deliverables and performance parameters are within the boundaries and adhering to the outputs within the Service Level Agreement.
- Requirement to work out of standard hours when the situation so demands to ensure the service is not exposed to risk.
- Ensure sufficient resources are allocated to daily tasks, including covering sickness, absence and holidays.
- Ensure services are provided in accordance with appropriate management systems and carry out monitoring inspections to ensure the required standards are met.
- Ordering materials via CAFM & Oracle, managing stock rotation and monitoring stock levels.
- Facilities Management is responsible for keyholding to enable opening and closing of buildings that we service. As part of the duties of a Cleaning Supervisor, you may be required to fulfil these tasks. This typically would include operation of security alarm systems, closing accessible windows and doors and switching off lights, ensuring that premises are left safe and secure.
- Responsible for documents: Signing in/out, logging incidents, and recording absence, informing the Locality Hub Team Leader of any issues.

- Induct, train, supervise and carry out personal development plans, performance reviews and return to work interviews.
- Relevant to the role, ensure that equipment and machines are maintained and serviced by contractors in line with manufacturer's recommendations, including maintaining an asset register for each building.
- The care and cleanliness of all storage areas and equipment used in carrying out the above duties.
- Report safety or maintenance issues to Janitorial staff or via the FM helpdesk.
- Responsible for rectifying complaints and escalating if unable to do so.
- To empty litter and recycling bins.
- The cleaning of all surfaces, internal glass, floors, furniture, fixtures and fittings within a group of buildings.
- The cleaning of all sanitary areas, toilets and showers and the replenishment of washroom consumables.
- Emergency and re-active cleaning as required, e.g. removal of graffiti, body fluid spillages, accidental spillages.
- Other tasks as may reasonably be required that relate to the role, including deputising for the Locality Hub Team Leader.
- To attend and contribute to team meeting and focus groups.
- To ensure all training / inductions are carried out and signed off in the appropriate manner.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY, INNOVATION, RELATIONSHIP MANAGEMENT, DECISION MAKING)

- Applied knowledge of cleaning within Council policy, practices and process, and supported by relevant service area qualifications (i.e BICS) or demonstrable knowledge in key areas such as Health and Safety.
- Demonstrate a passion for high cleaning standards, to resolve issues and/or make improvements.
- Demonstrate a curiosity to grow knowledge and professional development.
- Demonstrate ability to self-motivate and manage own and other staff members time.
- The post will require a good standard of communications particularly in signage and giving guidance or instructions.
- An awareness of how the standard of cleaning should support the retention of QHSAS 18001 and ISO 9001.
- To check stocks and order if supplies of cleaning consumables are running low.
- Manage own time to meet deadlines and deliver outcomes to agreed cleaning standards following an agreed rostering and work schedule unless advised otherwise by the Locality Hub Team Leader.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- The post holder will have up to 35 direct reports comprising Cleaning Operatives. Supervise the day to day activities of the Operatives, including the co-ordination and allocation of work duties, apportioning workloads and rotas as agreed with the Locality Hub Team Leader and in the event of sickness or absence to provide appropriate cover.
- The post will carry responsibilities including: carrying out appraisals and annual conversations as determined by CEC policy; dealing with sickness absence and related procedures such as stage one return-to-work meetings; notifying management of required disciplinary investigations; approval of holiday requests and recruitment. The post holder will be required to periodically manage visiting contractors and liaise with other member of the facilities management staff.

ENVIRONMENT

- Manage own time and set works schedule for the cleaning operatives.
- The post will require normal physical demands for a cleaning operative including, but not limited to, operation of manual and powered cleaning equipment; lifting, brushing, polishing and vacuuming. The administration tasks require some office and desk based work and IT skills.
- Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal cleaning based activities and be predominantly carried out indoors.

- The job may require contact with body spillages and chemical products - all works are to be carried out to agreed method statements and risk assessments.
- The post will require normal physical demands for a cleaning operative including, but not limited to, operation of manual and powered cleaning equipment; lifting, brushing, polishing and vacuuming.

RESOURCES

- The post will have shared responsibility for the security and maintenance of relevant Council equipment including cleaning equipment and the use of materials, cleaning products and consumables.
- Responsible for key holding, for entering and leaving work areas and setting of alarms to ensure that the premises are left safe and secure.

HEALTH AND SAFETY

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#)