

Person Specification

Position Title	Cleaning Supervisor
Division / Section	Corporate Property
Service Area	Facilities Management
Responsible To	Locality HUB Team Leader

Person Specification

Qualifications, training & professional membership	• Good standard of written and oral communication	Essential
	• Knowledge of Health & Safety management in a cleaning environment	Essential
	• Knowledge of BICS standards	Essential
	• Knowledge of QHSAS 18001 and ISO 9001 2015.	Essential
	• Driving Licence	Desirable

The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.

	• Experience in managing cleaning operatives, co-ordinating and allocating workloads across locations	Essential
	• High level of general cleaning skills and experience with a variety of cleaning tools and equipment	Essential
	• Experience and an understanding of stock control, consumables and equipment processes within a Cleaning environment.	Essential
	• Experience of completing cleaning quality checks (work and documentation)	
	• Experience of working within a team and autonomously to deliver shared results.	Essential
	• Experience in people management and personal development of team members	Essential

	<ul style="list-style-type: none"> • Demonstrates good written and verbal communication skills in order to be able to communicate with colleagues and clients/stakeholders in a clear manner. • Experience of complaint handling and escalation/de-escalation 	<p>Essential</p> <p>Essential</p>
	<ul style="list-style-type: none"> • Self motivated with the ability to carry out duties with minimal supervision and the ability to work under pressure. • Ability to co-ordinate a range of duties and meet deadlines. • Ability to remain calm and respond positively to challenging situations and difficulties. • The ability to be flexible and adaptable in performing tasks which are normally outside the job specification but considered commensurate with the role. • The ability to prioritise effectively, managing a busy diary and a varied workload to meet demands and deadlines – multi tasking. • Working understanding of council systems and IT packages including Itrent, Kayako, Microsoft office. • Experience of managing attendance, performance and disciplinary in line with council procedures. 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

Competencies & Values Framework

Competencies & Values Framework

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency & Values Framework](#):

Customer focused

- promotes the importance of quality customer/client services and aims to meet customer/client expectations
- identifies opportunities to improve customer/client services
- takes personal responsibility to manage customer/client relationships
- with support implements service improvements
- with support monitors quality of service

Works Effectively with others

- treats team members fairly and equally, recognises and demonstrates appreciation of their contribution
- identifies with and has a shared commitment to achieving team objectives
- shares knowledge and information with others

- thanks others for their contribution and efforts
- fosters good working relationships within teams in own department
- actively seeks others input and values their contributions.

Managing change

- reacts positively to change
- is flexible and adapts plans in response to change
- prepares and supports team members during periods of change
- constructively challenges current thinking and procedures and offers alternative solutions
- gains acceptance of necessary changes by communicating their benefits with conviction and enthusiasm.

Taking Ownership and Responsibility

- takes the initiative to start activities or actions
- recognises when a decision is needed and commits to act
- is proactive, acts quickly to address current issues
- seeks feedback and takes appropriate action
- takes responsibility for personal development
- modifies own behaviour to influence different situations.

Communicating Effectively

- uses positive, appropriate language in all situations
- communicates clearly and concisely to influence others
- uses a variety of methods to communicate in the most effective manner
- creates a positive confident impression
- uses interpersonal skills to have a positive impact in meetings
- keeps written messages simple.

Planning and Decision Making

- regularly monitors progress and takes corrective action to ensure priorities are met
- gathers information from several readily available sources
- considers information objectively to establish logical options and generate solutions
- considers options and risks before making a decision
- determines resources and co-ordinates work logically to ensure tasks are completed effectively.

Political Sensitivity

- Understands how underlying issues and opportunities affecting the team impact on day to day planning
- Recognises team constraints - what is or is not possible in different circumstances
- Builds team relationships to get things done
- Accepts that the political decision making process of the Council will influence the team.

Leading Others

- Earns respect by setting a positive example through own behaviour and actions
- Clearly identifies what has to be done and communicates reasons to team
- Motivates and drives individuals to achieve personal objectives
- Supports and encourages others to confidently make decisions
- Engages others and gains commitment to the Council vision
- Facilitates interactions so people work effectively together, handles strong personalities
- Adapts leadership style to suit different situations.

Managing Performance & Developing Others

- Strives to continually improve own and team's performance
- Provides regular and constructive feedback
- Coaches others to learn new skills
- Reinforces/supports the use of newly acquired skills
- Visibly supports the processes for learning and development
- Sets individual targets and instils a desire to achieve targets
- Complies with the requirements of the Council's performance management process.