

## JOB DESCRIPTION

<b>Job Title:</b> Cleaning Services Supervisor	<b>Band 4:</b> £22,681 - £24,533 <i>Opportunity to progress to £25,742</i>
<b>Department:</b> Cleaning Services – Facilities & Estates	
<b>Reporting directly to:</b> Cleaning Services Manager	
<b>Supervisory responsibility for:</b> Cleaning Services Staff	
<b>Other Contacts:</b>	
<b>Internal:</b> The Cleaning Services Team is part of the Estates & Facilities Department	
<b>External:</b> Contractors; Students; Summer Conferencing Guests.	
<b>Main Duties*:</b>	
<ol style="list-style-type: none"> <li>1. Supervisory responsibility for the cleaning team, providing effective support on a day-to-day basis, ensuring sufficient staffing in key areas, reallocating staff to accommodate busy periods or staff absences and updating the Cleaning Services Manager on any relevant issues.</li> <li>2. Understanding of Health &amp; Safety, ensuring that members of the cleaning team are compliant with University H&amp;S policy and statutory requirements, reporting hazards and other defects to the appropriate University departments (Estates/Maintenance, Head of Safety), including using the on-line H&amp;S portal for incidents and near miss reporting.</li> <li>3. Assist the Cleaning Services Manager with producing and maintaining risk assessments, method statements and safe systems of work, including COSHH assessments.</li> <li>4. Assist the Cleaning Services Manager with satisfactory delivery of services, ensuring tasks allocated through Estates &amp; Facilities helpdesk are undertaken in line with the Service Level Agreement (SLA) for the area.</li> <li>5. Support the Cleaning Services Manager with conducting regular meetings with the cleaning team to ensure essential information is communicated and staff are kept up to date with university policies and procedures.</li> <li>6. In liaison with Cleaning Services Manager, provide the following supervisory support: <ul style="list-style-type: none"> <li>- Induction and training for new cleaning staff, monitoring their progress to ensure levels of competency achieved during probation period.</li> <li>- Carry out return to work meetings following periods of sickness absence.</li> <li>- Complete annual appraisal process for members of the cleaning team.</li> </ul> </li> <li>7. Maintain equipment and stock levels of cleaning materials, ordering stock as required to ensure team members have the materials and supplies to carry out their daily work.</li> <li>8. Monitor standards of cleaning to ensure high level of cleanliness is maintained throughout the University premises and managed accommodation, carrying out regular audits of facilities and</li> </ol>	

addressing any issues, providing additional support and training where necessary.

9. Ensure the training university cleaning training manual is updated when necessary.
10. Ensure every member of the cleaning team has a training manual and that twice yearly refresher training is given to all staff
11. Carry out toolbox talk training with the staff and ensure the training matrix is kept up to date.
12. Log maintenance requests through the Estates and Facilities helpdesk online portal, liaising with relevant department on progress relating to request.
13. To be responsible for carrying out daily checks of keys held by the cleaning services team, making sure all keys are accounted for at beginning and end of each working day.
14. Undertake tasks alongside cleaning team members using appropriate equipment and materials when required to do so.
15. During the summer months (June to September) the University offers a conferencing facility so some flexibility in hours will be required during this period to include weekends and evenings.
16. Maintain personal and professional development to meet the changing demands of the job; participate in appropriate training activities and encourage and support staff in their development and training.
17. Take steps to ensure and enhance personal health, safety and well-being and that of other staff and students.
18. Carry out these duties in a manner that promotes equality of opportunity and supports diversity and inclusion, and takes into account the University's commitment to environmentally sustainable ways of working.

**\*The above does not represent an exhaustive list of duties associated with this role.**