

PERSON SPECIFICATION
Cleaning Supervisor

Criteria	Essential/ Desirable	Application Form / Supporting Statement / Interview
1. Supervisory experience in cleaning services.	Essential	Application Form / Supporting Statement / Interview
2. Experience of achieving high standards of cleanliness and hygiene.	Essential	Supporting Statement / Interview
3. Ability to organise and prioritise a busy workload and be flexible to the changing demands of the post.	Essential	Supporting Statement / Interview
4. Commitment to providing a high level of customer service with good interpersonal skills and experience of working in a demanding environment, which may include dealing with customer complaints.	Essential	Supporting Statement / Interview
5. Must be trustworthy, always maintaining confidentiality in respect of university matters and to prevent disclosure of confidential and sensitive information.	Essential	Supporting Statement / Interview
6. Good level of IT skills, to include all Microsoft operating systems for writing reports, producing rota's, processing e-mails, carrying out audits and logging maintenance requests.	Essential	Supporting Statement / Interview
7. Willing to undertake any training relevant to the role.	Essential	Supporting Statement / Interview
8. Full driving license.	Essential	Supporting Statement / Interview
9. Experience of training staff.	Desirable	Supporting Statement / Interview
10. Experience of working within a similar organisation.	Desirable	Supporting Statement / Interview

This job will have physical requirements including the use of floor cleaning equipment and some light lifting for which a suitable level of physical fitness is required.

- Application Form – assessed against the application form and where appropriate, curriculum vitae. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence e.g. award of a qualification. Will be “scored” as part of the shortlisting process.
- Supporting Statements - applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the shortlisting process.
- Interview – assessed during the interview process by either competency-based interview questions, tests, work-related exercise, presentation or teaching session etc.