

Job Description

Job Title: Cleaning Supervisor

Faculty/Directorate: Estates and Facilities

Grade: D

Role Profile: EFD3

Part Time: 15 hours per week

Permanent

	Duties of the role
Overall purpose of the role	To be responsible for the effective supervision and organisation of a team of cleaning staff providing an efficient cleaning service to those areas of the University campus under the responsibility of Estates & Commercial Services which supports the day to day work and learning experience of staff and students.
Main duties and responsibilities	1. Supervise a team of cleaning staff across the University, ensuring all work is completed effectively and efficiently. 2. Plan and organise the schedules of cleaning staff, redirecting as necessary to ensure that the needs of the University and daily cleaning targets are met. 3. Allocation and inspection of work across the University to ensure all tasks are completed in accordance with the Health and Safety regulations, DMU policies and in line with the department Service Level Agreement. 4. Responsible for ensuring adequate cleaning material stock is held at all times to issue to staff across the University, ensuring it is stored and used in compliance with Health and Safety and COSHH requirements. 5. Complete cleaning equipment checks to ensure compliance with Health and Safety requirements. 6. Reporting of maintenance defects through University procedures and reporting systems, taking necessary action where required. 7. Develop and maintain good working relationships with all University users, liaising with key stakeholders to promote customer satisfaction. 8. Assist with staff development to include motivation, encouragement and to identify training needs. 9. Assist with monitoring work requests, completion of monthly sickness returns and processing annual leave requests. 10. Undertake regular quality inspections across the University to ensure satisfactory cleaning standards are met, taking action as appropriate. 11. Assisting with the Cleaning Department's requirements in the event of an emergency. 12. Undertake cleaning duties to support the department if required. 13. Treating all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.

	Duties of the role
	14. Performing any other duties commensurate with the job grade as reasonably required from time to time.

Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications and Training	A level of literacy sufficient to carry out basic form filling and record keeping	Essential		X		X	
	Management/Supervisory qualification to ILM or equivalent	Essential		X			X
	I.T. basic keyboard skills		Desirable	X	X		
	NVQ L2 (Cleaning related) and/or BICSc qualification		Desirable	X			X
Work Experience	Demonstrable cleaning experience	Essential		X	X		
	Supervisory experience	Essential		X	X	X	
	Experience of working in within an educational environment		Desirable	X	X		
Knowledge & Skills	Good organisational skills	Essential		X	X		
	Ability to work on own initiative	Essential		X	X		
	Knowledge of COSHH and Health and Safety in relation to cleaning activities	Essential		X	X		
	Ability to supervise and motivate staff in a team working environment	Essential		X	X		
	Flexible and adaptable in providing the required service	Essential		X	X		
	Customer focused	Essential		X	X		
	Experience in the use of industrial cleaning equipment		Desirable	X	X		
Other requirements	Ability to work outside of normal core hours	Essential		X	X		

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**