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| UNIVERSITY OF NOTTINGHAM  RECRUITMENT ROLE PROFILE FORM |

**Job Title:** Cleaning Supervisor

**School/Department:** Estates Office

**Salary:** £14,959 per annum (pro rata)

**Job Family and Level:** Level 1

**Contract Status:** Permanent

**Hours of Work:** 25 hours per week worked mainly Monday to Friday between 5.30am and 11.00am. Flexibility will be required

**Location:** University Park

**Reporting to:** Head Porter

**Purpose of the New Role:**

To provide supervision for cleaning staff within a designated building to ensure a high standard of service is delivered

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|  | **Main Responsibilities** | **% of time** |
| 1. | To be responsible for monitoring and maintaining required levels of cleanliness within a designated area. This will include supervising staff, setting up and implementing quality control procedures, ordering of stock, ensuring all equipment is maintained correctly and reporting faults | 40% |
| 2. | To complete appropriate paperwork, recording and reporting of staff attendance/sickness/holidays and dealing with staff discipline/welfare issues as required. Liaison with clients for special cleaning requirements. To hold regular meetings, taking minutes of discussions/actions and communicating changes to staff | 35% |
| 3. | To be fully conversant with and competent to use all systems and equipment relevant to area of work | 10% |
| 4. | To adhere to Health & Safety and COSHH Regulations, University, Hospitality and relevant external, policies, procedures, standards and codes of practice | 10% |
| 5. | Undertake and utilise training and development required for the post and to enhance working skills and knowledge of self and team to improve service delivery | 5% |
| 10. | Any other duties appropriate to the grade and role of the person appointed |  |

**Knowledge, Skills, Qualifications & Experience**

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|  | **Essential** | **Desirable** |
| **Qualifications/ Education** | Good level of numeracy and literacy | Cleaning Industry qualifications (i.e. BiCS, ICS, NVQ)  Supervisory qualifications |
| **Knowledge/ Skills/ Training** | Knowledge of a vast range of cleaning equipment and techniques  Good customer service skills |  |
| **Experience** | Extensive experience gained within the cleaning industry  Supervisory experience gained within a similar environment |  |
| **Statutory/Legal** |  | Qualifications and/or knowledge of Health & Safety and COSHH |
| **Other** | Actively seeks to develop self  Ability to understand University policies and procedures  Adaptable  Effective communicator  Seeks solutions and explanation |  |