Cleaning Supervisor

1 JOB DESCRIPTION

Faculty / School or Division: Campus Division

Faculty/School or Division Address: 1-9 Old Park Hill

Job Family:	Operational Services		
Grade:	E	**Salary range:**	£26,615 - £29,354 per annum pro rata
Hours of work:	16	**Contract type:**	Open ended
Work pattern:	Part time, Saturday and Sunday	**Vacancy Reference Number: SUPP113918**	

1.1 Main Job Purpose

To lead and organise cleaning teams to ensure a safe, clean and hygienic environment for all building users. The role supports the effective day-to-day delivery of cleaning services by planning resources, supervising staff, and maintaining service standards. Working closely with management, the postholder contributes to the development, coordination and continuous improvement of cleaning operations, ensuring services are delivered efficiently, professionally and in line with organisational requirements.

1.2 Standard Responsibilities

- Oversee day-to-day planning and prioritisation of workload, ensuring effective supervision, training and administrative balance across the team.
- Manage the delivery of cleaning services across designated zones, ensuring compliance with service level agreements.
- Lead recruitment, onboarding and rota planning for temporary and seasonal staff where necessary.
- Monitor departmental budgets, ensuring efficient use of resources and adherence to cost controls.
- Ensure all operations comply with Health & Safety legislation, providing regular progress updates to management.
- Manage ordering, issuing and monitoring of stores and chemicals, maintaining accurate stock records and annual stock counts.
- Ensure all rooms and spaces are prepared to required standards for student occupancy and conference activity, resolving escalated issues as needed.
- Monitor and audit cleaning standards across all teaching and communal spaces, ensuring compliance with codes of practice.

- Maintain accurate documentation including timesheets, sickness and holiday records, accident forms, training logs and performance records.
- Resolve day-to-day customer queries and complaints, escalating to management when appropriate, and supporting improvements to customer service processes.
- Provide training, guidance and ongoing support to staff, including induction, mandatory training, risk assessments and re-training where required.
- Lead, motivate and mentor team members to improve performance, ensuring they have the tools, skills and support needed to deliver high standards.

1.3 Relationships

Line manager: Assistant Operations Manager

Line manager to (where appropriate): N/A

1.4 Job Hazards and Pre-employment Checks

No DBS check or health screening required.

The following duties are an intrinsic part of the role and any offer of employment will be conditional upon satisfactory health screening by the University Occupational Health Service:

- The role involves regular physical activity, including extensive walking, standing for long periods, working in awkward positions and carrying equipment or materials, sometimes up and down stairs.
- Postholders may work in hot or uncomfortable conditions and will occasionally be exposed to unpleasant environments, including cleaning washrooms, kitchens and, at times, bodily fluids.

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2 PERSON SPECIFICATION

2.1 Standard Skills, Knowledge & Experience Required

Criteria	Essential	Desirable	Assessed By A/I/T/O
Knowledge and experience of cleaning with an awareness and understanding of basic health & safety issues.	x		A/I
Strong written and verbal communication skills with an ability to interact with a diverse range of people.	x		A/I
Reasonable level of literacy to maintain accurate records.	x		A/T
Previous supervisory experience.	x		A/I

GCSE-level qualifications or ability to demonstrate literacy and numeracy through experience	x		A/I
Willingness to work towards a relevant City & Guilds or NVQ.	x		A/I
Proficient in Microsoft Office, email and web	x		I/T
Commitment to quality and responsiveness to others' needs with a flexible and adaptable approach	x		A/I

A – Application Form
I – Interview
T – Test or Scenario
O – Other e.g. presentation, focus group