

The Highland Council

Job Description

Service:	Property & Housing	Section:	Property & Facilities Management
Job Title:	Area Cleaning Supervisor		
Grade and Salary:	HC0535 £29,666.00 to £32,468.80 (Salary placing will normally be at the first point of the scale)		
Location:			
Responsible to:	FM Team Leader/FM Officer		
Job Purpose:	To assist the FM Officer in operational activities pertaining to the day to day delivery of an effective and efficient cleaning service. Within a designated area of responsibility and for the supervision and training of cleaning staff.		

Key Duties and Responsibilities:

General

- To work in close co-operation and liaise with Catering & Cleaning Service Staff, Head of Establishments, Responsible Premises Officers, Council staff and external agencies to ensure the delivery of an efficient Cleaning Service and to meet establishment and customer needs
- Responsible for ensuring that all tasks and instructions are undertaken and comply with service operational procedures, work instructions, and in accordance with Council policies and procedures
- To observe the highest standards of hygiene, courtesy, language, moral and general behaviour
- The use of councils ICT equipment and relevant systems
- The successful applicant is liable to be involved in strenuous activity e.g. operation of powered equipment, lifting and handling, climbing of stairs

Operational

- Responsible for the supervision, directly for the workforce in effective provision of Cleaning Services within a designated area of responsibility
- As required undertake inductions, the carrying out of the job training and assessments and the completion of training records for operational cleaning staff
- To monitor cleaning staff to ensure compliance of Cleaning Service provision in accordance with the requirements of all contractual or SLA agreements by undertaking and reporting site inspections and ensure corrective actions are achieved.
- To liaise and provide assistance, as appropriate, to Facilities Management Service staff
- Completion of rotas and the apportioning of workloads.
- In the event of sickness or absence to arrange cover to ensure adequate levels of staffing for service delivery
- Assist with the carrying out of annual cleaning equipment audits
- Assist with the relevant information required to maintain Service and Council systems e.g. Absence Returns

- Ensure the efficient and effective use of all resources; financial, staff, materials, vehicles and equipment, including maintenance & servicing
- Provide a positive link between the Management, Service Support Teams and the Operational workforce.
- Participate in aspects of Human Resource issues in accordance with Council Policies and Procedures
- To be proactive within the team contributing to the continuous development of the service by using your skills in an innovative manner and enhancing the service provision.

Health & Safety

- Trained First Aider or working towards qualification
- Attend training as required for operational needs or compliance with legislation or Highland Council corporate requirements
- To ensure accidents, incidents and potential hazards are recorded and reported in line with Council procedure
- To ensure full compliance and adherence with all relevant health & safety legislation, risk assessments and COSHH regulations
- To co-operate in the implementation of the Council's Health & Safety Policy by acting in the course of employment with due care for personal safety and that of others, who may be affected by their acts or omissions at work. Co-operating, so far as is necessary, to enable the Council to perform any duty or to comply with any requirements, as a result of any Health & Safety legislations that may be in force.

Other Duties:

- There will be a requirement to work out with normal working hours
- There will be a requirement to travel throughout the Highlands
- Any other duties as instructed by the Cleaning Officer or Management Team
- The post holder may be required to perform duties appropriate to the post, other than those given in the Job Specification. The particular duties and responsibilities to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and would not themselves, justify reconsideration of the grading. As a result of such variation it will be necessary to update this Job Specification from time to time.

Special Conditions:

This post is subject to an enhanced disclosure check (PVG)

Date:

01 April 2026

The Highland Council

Person Specification

Service: Property & Housing

Job Title: Area Cleaning Supervisor

Location:

Date: 01 April 2026

Essential Attributes

In order to be able to carry out the duties of this post effectively and safely, candidates will be able to provide evidence of the following.

1. **EXPERIENCE –**
 - Proven supervisory experience specific to the cleaning industry within the public or private sector
 - Experience of effectively supervising a team of staff
 - Experience of carrying out individual and group staff training and assessing
 - Experience of cleaning methods and working knowledge of Health & Safety legislation within a working environment
2. **EDUCATION AND QUALIFICATIONS –**
 - A competent standard of literacy and numeracy
 - Valid Driving Licence
3. **SKILLS/ATTRIBUTES GENERAL –**
 - Ability to accept responsibility and have a flexible working attitude
 - Ability to follow written and verbal instructions
 - Ability to use own initiative and work independently or as part of a team
 - Ability to plan, manage time and to organise own workload when required
 - Ability to assess, instruct, motivate and communicate/respond to staff and building users
 - Ability to deal quickly with problems and make decisions
 - Ability to complete paperwork accurately and function to deadlines
 - Ability to undertake training relevant to job
4. **SKILLS/ABILITIES SPECIFIC TO THE POST –**
 - Ability to operate a variety of cleaning machinery/equipment and work with cleaning materials/chemicals
 - Ability to perform duties effectively, sometimes with periods of significant physical effort, sometimes for lengthy periods, or in awkward positions
 - Ability to work periodically in unpleasant conditions inside and outside
 - Ability to use IT applications, in particular e-mail, Microsoft Word & Excel and related packages
 - Ability to ensure confidentiality
 - You will be expected to travel efficiently and effectively between various work locations within Highland to meet the operational requirements of the Service
5. **INTERPERSONAL AND SOCIAL SKILLS –**
 - Ability to motivate staff and work within a changing environment
 - Ability to communicate effectively
 - Ability to handle conflict
 - Ability to encourage and support collaborative working between colleagues

Ideal Attributes

- Relevant qualification in the field of Supervision or Leadership e.g. SVQ /NVQ or appropriate experience
- First Aid qualification/prepared to undergo training