



1. JOB IDENTITY

Post Title:	Cluster Cleaning Supervisor	Service:	Educations and Children's Services
Section:	Cluster Support & Development	Grade:	G
Reports to:	Facilities Operations Co-ordinator		

2. JOB PURPOSE

- Manage a customer-focussed cleaning team, providing a flexible and effective cleaning service to all schools within a cluster

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation

3. CORE RESPONSIBILITIES / DUTIES

- Lead the provision of cleaning activities for all schools within a cluster, with a focus on continual improvement
- Recruitment, line management, and development of a team of cleaners, including ongoing formal and informal performance appraisal
- Coordinate and oversee effective training plans for cleaning staff
- Deliver training, including induction training, to cleaners
- Ensure all procedures and systems, including those related to health & safety, are adhered to on site
- Ensure a high-quality service is consistently delivered, and support quality assurance processes as required
- Ensure effective deployment, stock control, and safe use of cleaning equipment and materials
- Manage vacancies and absences to ensure service delivery is not negatively impacted
- Visibly support teams on site, including working evenings and early mornings as required
- Undertake cleaning duties when necessary

4. QUALIFICATIONS AND TRAINING

- Essential:**
- Academic achievement to Higher Grades or equivalent transferable experience
 - Relevant cleaning qualification(s)

- Full, UK driving licence

Desirable:

- Membership of a relevant professional body
- Relevant management/ supervisory qualification

5. EXPERIENCE

Essential:

- Demonstrate relevant work experience relative to the role
- Experience of managing resource to ensure efficiency and effective service delivery
- Experience in managing people
- Experience in the management of cleaning
- Experience delivering a customer-focussed service
- Experience of training plans and systems

Desirable:

- Experience of quality assurance/ performance management systems
- Experience of multi-site management/ supervision

6. KNOWLEDGE AND SKILLS

Essential:

- Excellent communication skills with the ability to engage with a range of individuals/groups
- Ability to be tactful and diplomatic
- Knowledge of cleaning equipment, methods, and materials
- Ability to use initiative to problem solve on a day to day basis
- Skilled in establishing, maintaining, and developing good working relationships
- Excellent organisational skills with the ability to work, and react, to tight and conflicting deadlines
- Knowledge of health and safety and COSHH legislation
- Excellent IT skills
- Flexible approach to work, with the ability to work as part of a wider, multifunctional team
- Ability to work flexibly to meet the needs of the service
- Understanding of roles and responsibilities within a cleaning team

Desirable: • Knowledge of recruitment and HR procedures

7. ADDITIONAL REQUIREMENTS

Driving Compliance	Authorised car user. It is a material condition of employment for this post that the employee holds a full, current, UK driving licence and has a car available, whenever required, in order to undertake the full range of duties of the post. As such, the post is designated as an authorised car user and will be entitled to receive mileage payments. The employee will also be required to produce their licence, on request, at periodic intervals. Should the employee's driving licence be withdrawn, for whatever reason, it may be necessary to terminate the employee's appointment.
Politically Restricted	Not applicable to this post