

## JOB DESCRIPTION

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| <b>Job Title:</b> Mobile Contract Cleaning Supervisor |                                                                                                                                                                                                   | <b>Ref No:</b>                       | <b>JE Ref:</b> G605 |
| <b>Department:</b> Economy and Infrastructure         | <b>Band:</b> 3                                                                                                                                                                                    | <b>Location:</b> Dumfries & Galloway |                     |
| <b>Responsible To:</b>                                | Area Supervisor                                                                                                                                                                                   |                                      |                     |
| <b>Responsible For:</b>                               | Cleaning staff                                                                                                                                                                                    |                                      |                     |
| <b>Job Purpose:</b>                                   | To organise, plan and deliver a cleaning service within Dumfries and Galloway Council premises and external contracts, ensuring they are cleaned to specification in a safe and efficient manner. |                                      |                     |
| <b>Main Responsibilities:</b>                         | <ul style="list-style-type: none"><li>• To supervise cleaning staff listed within the designated buildings.</li><li>• People and performance.</li></ul>                                           |                                      |                     |

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| <b>Job Activities:</b> | <p><b>Organisation</b></p> <ul style="list-style-type: none"> <li>• Categorisation of tasks</li> <li>• Liaise with internal and external contractors</li> <li>• Delivery of equipment to multi sites</li> <li>• Rota management of staff at multi sites</li> </ul> <p><b>Supervision</b></p> <ul style="list-style-type: none"> <li>• Manage and co-ordinate cleaning for multi sites within internal and external buildings.</li> <li>• Supervise cleaning personnel on site during cleaning operation</li> </ul> <p><b>Cleaning Duties</b></p> <ul style="list-style-type: none"> <li>• Mop Sweeping; Single Solution Mopping; Buffing; Spray Cleaning; Machine Scrubbing; Machine Drying; Suction Cleaning; Spray Extraction Cleaning; High Level Cleaning; Dust, Damp Wiping; Toilet and Sanitary Appliance Cleaning; Internal Glass Cleaning; specialist cleans</li> </ul> <p><b>Training</b></p> <ul style="list-style-type: none"> <li>• Provide on-site induction for all new employees in accordance with set procedures at multi sites.</li> <li>• Deliver Facilities Services Cleaning Training to staff.</li> </ul> <p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• To ensure the effective and efficient delivery of building cleaning in Council and non-Council premises.</li> <li>• Stock the vehicle provided with the necessary cleaning materials and equipment to carry out the cleaning tasks required</li> <li>• Flexible working, may include weekends and evenings</li> <li>• Provide feasibility reports and cost estimates as required for multi-site cleans.</li> <li>• Monitoring cleaning team performance and conducting Performance Development Reviews with cleaning team members by following Council procedures</li> <li>• Develop Team Plans with fixed actions to meet key targets (Performance Indicators) linking to The Councils Priorities, Principles and Values</li> <li>• Improve performance in relation to the cleaning service carbon footprint (ensure regular stock rotation and chemical dilutions are adhered to)</li> </ul> |
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|                               | <ul style="list-style-type: none"> <li>• To pro-actively deal with all complaints, comments and suggestions from customers and report to your line manager</li> <li>• Responsible for ensuring security of the premises and its contents including the operation of burglar alarms and key holding responsibilities</li> </ul> <p><b>Site Administration</b></p> <ul style="list-style-type: none"> <li>• Administration processes associated with the post including ordering of stock</li> </ul> <p><b>Health &amp; Safety</b></p> <ul style="list-style-type: none"> <li>• Ensure the vehicle provided is safe and used appropriately complying with Council regulations</li> <li>• Full compliance with Health and Safety regulations at all times including Control of Substances Hazardous to Health (COSHH)</li> <li>• Ensuring equipment is maintained correctly and if faulty reported using proper procedure</li> </ul> <p><b>General Duties</b></p> <ul style="list-style-type: none"> <li>• Represent Facilities Management at internal meetings as and when required</li> <li>• Deliver effective partnership working and commit to supporting corporate initiatives and priorities</li> <li>• Carry out the above duties in any other local Dumfries and Galloway Council establishment or external contract buildings as necessary if practicable</li> <li>• Duties may vary according to seasonal demand</li> </ul> |                               |
| <b>Performance Management</b> | <p><b><i>The job activities listed are not exhaustive and may be added to or amended consistent with the job purpose.</i></b></p> <ul style="list-style-type: none"> <li>• To manage your own performance and any staff you may be responsible for in accordance with the Council's values of Customer First, continuous improvements, openness and honesty, local decision making and team working.</li> <li>• To achieve the agreed performance targets detailed in the Team Plan and contribute to performance appraisal activities.</li> <li>• To manage your own performance in compliance with all Codes, Regulations and procedures including Code of Conduct, Health and Safety and Governance.</li> <li>• To manage risk, promote risk awareness and prioritise work in light of the risk analysis.</li> <li>• To actively commit to the Council's equality and diversity vision statement and associated policies that promote fairness and equality and celebrate diversity, in dealing with colleagues, clients and service users.</li> </ul> <p>To take all reasonable measures to limit carbon emissions and reduce energy/ resource consumption when undertaking work activities.</p>                                                                                                                                                                                                                                |                               |
| <b>Prepared by:</b>           | <b>Carol Broll, Service Manager</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>Date: 26 February 2015</b> |