JOB OUTLINE

Post: *Cleaning Supervisor*

Service: *Communities & Economy – Facilities & Property Management*

Section: *Food & Facilities Support – Cleaning Operations*

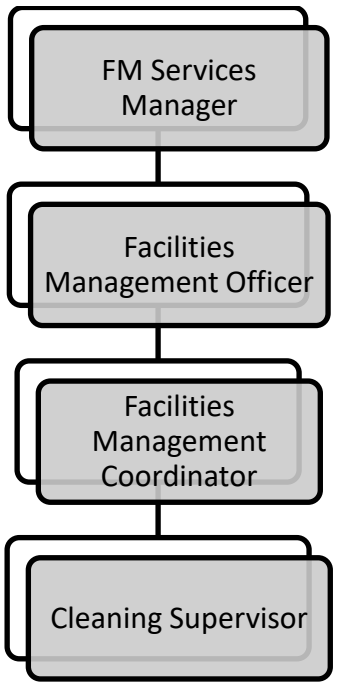
Grade: *GB*

Job Purpose:

To be responsible for directing and documenting the cleaning staff within a location to ensure the standard of cleanliness is achieved as per the contract specification. To comply with all operational policies for stock control, equipment maintenance, quality control, on-site training, staff and wages control.

In order to assist with the promotion, delivery and integration of the key objectives in relation to those identified within the Facilities & Property Management Service Plan and the Community Plan.

A. SECTION STRUCTURE CHART



KEY DUTIES & RESPONSIBILITIES

1. *To supervise the cleaning staff throughout the location*

2. *To provide on-site induction training to new staff*

3. *Preparation of documents as appropriate for the smooth operation of the cleaning service*

4. *Allocation of cleaners' work with schedule adjustments as appropriate*

5. *Responsible for the on-site quality assurance scheme*

6. *Performance of cleaning duties as appropriate*

7. *To ensure cleaners follow safe working practices in compliance with the H&S policy*

8. *When required act as a key holder to open / close the nominated premises ensuring all persons have vacated the building, areas are secure and alarm systems activated prior to exiting the premises.*

9. *To take reasonable care for the Health and Safety of themselves and other persons who may be affected by their actions or omissions at work.*

10. *Any other duties as appropriate to the post and in line with the needs of the Council.*

B. GENERAL RESPONSIBILITIES

11. *Ensure that any materials, equipment and vehicles provided to assist in carrying out the duties of the post are properly secured in accordance with the Council's policies and procedures.*

12. *Utilise and maintain effective information and administrative systems.*

13. *Promote the health and safety of employees at work and of service users through the implementation of the Council's policy on health, safety and welfare at work and Service Health and Safety arrangements in accordance with all relevant statutory requirements.*

14. *Ensure that all activities for which the post holder is responsible are delivered in accordance with the Council`s Equality and Diversity Policies and the statutory and general and specific Equality Duties.*

15. *Ensure that the Council's Customer First Service Commitment is followed in all dealings with the people we serve.*

16. *Participate in the East Ayrshire FaceTime process annually in accordance with the Council's procedures.*

17. *Adhere to the Council's policies and procedures for good records management ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory and legislative requirements.*

PERSON SPECIFICATION

Designation: Cleaning Supervisor	Post No:
Service: Facilities & Property Management	Section: Cleaning Operations

Attributes	**Essential Criteria**	**Desirable**
Qualifications		
Knowledge & Skills	• Have a good understanding of stock rotation and checks • Ability to complete basic paperwork • A good understanding of Health & Safety in the workplace • Good Communication skills both oral and written	• Trained to BICS standard • Ability to complete basic IT work related documents • Knowledge of COSHH legislation • Experienced in professional cleaning of commercial and public spaces • Skilled in using a range of cleaning equipment
Experience	• Supervisory Experience • Proven experience of allocating and checking work of others	• Proven experience of supervising / supporting multiple staff. • Delivering training to new and existing staff
Employees are the FACE of East Ayrshire and are expected to demonstrate our FACE qualities and behaviours		
Quality	**Behaviour**	
Flexible	• Have an open mind and look for better ways of doing things. • Embrace new technologies to improve services for the people we serve. • Welcome opportunities to learn and grow.	
Approachable	• Develop positive and productive relationships with everyone. • Listen, notice, respond and engage. • Manage our reactions and think about how our behaviour affects others.	
Caring	• Embrace working in a team and working with others. • Take pride in your role, serving our community and strive to be the best we can be.	

	• Be kind to others and to ourselves.
Empowered	• Have the courage to try new things. • Work with others to find the best solutions. • Help everyone to realise their full potential.