

Job Description: Cleaning Supervisor

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| Function: | | | | Cleaning | | | | | | | | |
| Position: | | | | Cleaning Supervisor | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Cleaning Services Manager: Steve Ault | | | | | | | | |
| Additional reporting line to: | | | | Senior Supervisors | | | | | | | | |
| Position location: | | | | Colchester PFI | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| * Cleaning Authority facilities as directed by line management, and detailed in Essence specification * To work to the Service Standard Statement for Cleaning | | | | | | | | | | | | |
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. | | | | | | | | | | | | |
| Revenue FY13: | €tbc | | EBIT growth: | | n/a | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc | |
| EBIT margin: | | n/a |
| Net income growth: | | n/a | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | n/a |
| Characteristics | | * Cleaning Service only | | | | | | | | | | |

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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| CLEANING DISPOSITION CHART    Cleaning Services Manager    Senior Supervisor Senior Supervisor Periodic Senior Supervisor    Supervisor - Supervisor - Supervisor -  Supervisor - Supervisor - Supervisor -    All other Cleaners |

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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Supervise, organize and administrate the cleaning of buildings/facilities which are occupied by military and civilian personnel, and are in use * Daily supervision of Sodexo cleaners, and resolution of any immediate issues * Observe all Sodexo Health & Safety and QA processes and policies at all times |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To detail and organise the daily cleaning of accommodation blocks, office and workshop areas as directed by the SSS/Essence/Management * Clock in and out daily via the TMS system; report any absence to the cleaning office * Report to the Senior Supervisors, and Cleaning Services Manager * To detail and organise the replenishment of consumables daily as required * To check work being carried out by cleaning team * Promote Sodexo brand by ensuring uniforms are correctly worn and smart appearance for all employees * Complete handheld audits every month within specified timeframe, and attend accompanied tours as directed by CMT * Attend individual and team monthly training, and manager’s team briefs/huddles as directed * Ensure employees returning from sick absence complete return to work within two days of return * Complete with all employees all necessary Great, Cleaning, H&S and QA training as per the Great matrix, and directions from line management * Report any damages to facilities or to Sodexo or Authority owned equipment * Maintain all documentation and records for all employees including but not limited to fire safety, training record cards * Wear PPE as provided and instructed at all times * Report all Near Misses and/or accidents through line management as trained * Observe all Sodexo and/or Authority Health & Safety, Fire, Environmental or QA processes and policies at all times * Cover absence as required within allocated area, but also in any other areas, including but not limited to Domestic * Be flexible to cover other areas within the Colchester PFI as directed and where there is a Business need * This list of activities is not exhaustive, and other/ad hoc duties may be required at any time |

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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Ensure the standards required within the SSS are met * Nil failures via the customer survey process * Reduction in Accidents and near Misses across the site |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Recent experience in commercial cleaning work at supervisory level required * Driving licence desirable but not essential * Working knowledge of Health and Safety processes including COSHH * Administrative experience – computer literacy useful |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| |  |  | | --- | --- | | * Growth, Client & Customer Satisfaction / Quality of Services provided |  | | * Learning and Development |  | | * Brand Notoriety |  | | * Commercial Awareness |  | | * Employee Engagement |  | | * Innovation and Change |  | |

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| 9. Management Approval – To be completed by document owner |
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**Signed:**

**Print name:**

**Date:**