

JOB DESCRIPTION

Position Title	Domestic Cleaning Manager	Department	Operations
Generic Job Title	Cleaning Manager	Segment	Education
Team Band	K2	Location	Edinburgh
Reports to	Contract Manager	Office / Unit name	Edinburgh Academy Senior & Junior

ORGANISATION STRUCTURE



Job Purpose

- To assist the Contract Manager with the day today delivery of a cleaning service of Edinburgh Academy Senior School and Edinburgh Academy Junior School
- To manage team of 20 employees
- To supervise and control the cleaning services and provide a service for the Client, according to the cleaning specification, within the standard laid down by the Company.
- To be visible on sites every day, monitoring standards, conducting audits, training team members and stepping in where needed to ensure smooth operations. Hands on approach required
- To ensure that the standards of cleaning service delivered adheres to all Company and Client requirements.

Accountabilities

- Introduce Cleaning schedules to contract.
- Ensure risk assessments and safe ways of working are introduced in all sites.
- Direct the work of the cleaning operatives ensuring all areas are cleaned to the required standard.
- Work with Contract Manager to Recruit vacancies.
- Cleaning Induction and development - This will include conducting weekly team briefs and 1:1 meeting as well as performance management.
- Responsible for contract compliance through conducting monthly audits using Essence / E-cat tool and providing monthly updates to the Contract Manager and client on performance.

- Ensure compliance to health and safety legislation to develop a safety conscious culture.
- Responsible for work allocation to the cleaning team, keeping within the specified detail of the contract, and working principles. Plan staff rotas' and manage staff hours worked, sickness and annual leave. Report data to Line Manager as requested.
- Ensure that cleaning standards are scheduled and understood by the cleaners, trained to staff, logged on learner record cards and maintained.
- Ensure that the safety signage is used appropriately at all times, e.g., wet floor signs and 'warn' customers where possible.
- Ensure a high standard of personal hygiene and appearance and general cleanliness to comply with statutory and Company regulations, wearing company uniform as specified.
- Control cleaning material stores to an acceptable level, ensuring rotation and safety in storage.
- Ordering of cleaning materials in line with financial budgets and targets given, keeping line manager up to date
- Control the issue and usage of cleaning materials.
- Carry out regular control checks to monitor cleaner's performance and adherence to standards – Monthly Audit
- To carry out x 2 Safety walk per month and complete near miss reporting x 10 per month
- Liaise with the Cleaning Operatives to identify training required to implement the standards to facilitate the running of contract and deliver training as required.

Key Performance Indicators (KPIs)

- Labour productivity management -operate to budget.
- Staff fully trained and engaged.
- Health and Safety adhered to
- Client satisfaction - positive feedback from client loyalty survey
- Client expectations exceeded and Client for Life process implemented.

Dimensions

Other	■ 18 Domestic Assistants and 2x Chargehands 1 x Morning Supervisor across 2 sites – day to day management and rotas ■ Responsibility for outstations and client liaison ■ Improve engagement and team working. Develop our people to meet our future needs. ■ Ensure Safer recruitment information is confirmed. ■ Ensure site is fully compliant
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Skills, Knowledge and Experience

Essential

- Previous experience of managing and leading and diverse teams
- Knowledge of cleaning developments and innovations
- Previous experience of working in standards driven/compliance environment
- Strong knowledge of health and safety and COSHH regulations
- Ability to prioritise and deploy resources effectively.
- Previous experience of conducting audits and undertaking risk assessments
- Client relationship/stakeholder experience
- Influencing & negotiating skills
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Desirable

- Contract/FM experience
- IOSH/NEBOSH/FM qualification
- British Institute of Cleaning Science (BICS) qualified
- Audit compliance with external auditors

Contextual or other information

- Requirement for flexibility regarding working hours on ad-hoc basis to meet operational requirements.
- Attendance at company conferences, teleconferences, management meetings
- Use of E-cat auditing systems.
- Right time and WFM - Kronos

Version	1	Date	October 2025
Document owner	Sodexo		