

Job Description: Cleaning Supervisor



Function:	Universities
Job:	Working Cleaning Supervisor
Position:	Cleaning Supervisor
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Cleaning Manager / Residence Manager
Additional reporting line to:	NA
Position location:	University of Greenwich

1. Purpose of the Job – State concisely the aim of the job.

- To Supervise and lead a team in providing a responsive and high quality cleaning service to meet the needs of the contract to meet the SLA and KPI's.
- Have a full working knowledge along with the standards required of the areas in the building which are covered by the Cleaning team. This will include the time frames in which the cleaning needs to be completed by.

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:	tbc	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	tbc			Outsourcing growth rate:	n/a	HR in Region	tbc
		Net income growth:	tbc						
		Cash conversion:	tbc						

Characteristics ▪ Add point

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.



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.

- To supervise and lead a team in providing a responsive and high-quality domestic service to meet the needs of the contract, to meet the SLA and KPI's.
- Have a full working knowledge of the standards required for the areas in the building which are covered by the Cleaning team. This will include the time frames in which the cleaning needs to be completed by.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

5. Main Assignments – Key Duties and Responsibilities

The Working Cleaning Supervisor is responsible for supervising and supporting the Cleaning Team while actively participating in cleaning duties to ensure service delivery meets contractual, company, and statutory standards.

Operational Responsibilities

- Maintain a full working knowledge of cleaning standards required for all areas covered by the Cleaning Team, including agreed service levels and completion timeframes.
- Support the Residence Manager with the allocation of both reactive and planned cleaning tasks issued via the Helpdesk, ensuring delivery within contractual scope, financial budget, and company working principles.
- Respond promptly and effectively to work requests and service requirements.
- Provide hands-on cleaning support as required to maintain service levels.
- Personally provide operational cover during periods of staff holidays, sickness absence, or unforeseen staffing shortages to ensure continuity of service delivery.
- Assist with special or additional duties, including those outside normal working hours where required.
- Support and coordinate cleaning operations during peak periods, including Summer School and student accommodation changeovers, ensuring high-volume room turnarounds are completed within strict deadlines and required quality standards.

Team Leadership & Staff Management

- In conjunction with the Residence Manager, plan staff rotas and manage working hours, sickness, and annual leave to ensure accurate payroll processing.
- Proactively manage absence levels within the team and ensure adequate cover arrangements are in place, including direct cover by the Supervisor where necessary.
- Supervise Cleaning Operatives to ensure compliance with required standards of performance, conduct, hygiene, and appearance.
- Ensure all staff wear company uniform and appropriate PPE; report uniform or PPE requirements to the Residence Manager.
- Support staff inductions and ongoing training for new and existing team members.
- Identify training needs within the team and deliver or facilitate required training to ensure contract standards are maintained.
- Assist in implementing company safety initiatives and operational improvements.

Quality Assurance & Compliance

- Conduct regular cleaning audits (in conjunction with the Residence Manager and/or H&S Manager) to monitor performance and adherence to standards.
- Ensure compliance with Company and Client policies, including Health & Safety, COSHH, hygiene, fire safety, and safe working practices.
- Maintain awareness of site-specific hazards and ensure safe systems of work are followed.

- Report any safety hazards (e.g., blocked fire exits, damaged flooring, lighting faults) to the Facilities Helpdesk.
- Report and document accidents, incidents, theft, damage, complaints, compliments, and irregularities, taking appropriate remedial action where possible.

Materials, Equipment & Stock Control

- Control, order (as required), and issue cleaning materials, ensuring correct stock rotation and safe storage practices.
- Undertake regular stock takes and maintain accurate inventory records.
- Ensure all cleaning equipment is regularly checked, maintained, and serviced.
- Report faulty equipment to the Helpdesk, clearly label and remove from service until repaired.

General Responsibilities

- Comply with all Company and Client policies, procedures, and site regulations.
- Carry out any other reasonable duties as directed by management.

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.

Leadership and people

The role holder will role model the company values and ensure they are reinforced at every opportunity. The role holder will support their line manager to drive employee engagement and team performance. This will include effective communication and the application of Sodexo HR policies and procedures as directed by their line manager

Risk, governance and compliance

The role holder will ensure that these processes are fully applied, complied with and adhered to within their assigned operational business area. Where applicable cash and stock company procedural compliance is a requirement.

Relationship management client and team

The role holder is responsible developing and maintaining good business relationships with clients and customers. The role holder must seek to resolve any concerns or complaints raised and escalate to their line manager as appropriate.

Service excellence

The role holder will be responsible for driving all aspects of service excellence across their operational business area including brand integrity, quality, compliance, Sodexo's corporate social responsibility and service standards. The role holder will ensure that work is appropriately recognised.

Continuous development

The role holder should look for improvements and efficiencies at every opportunity to increase sales and/or reduce costs. These should be reviewed with their line manager to establish feasibility and create a plan of action

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- To display good interpersonal skills towards our customers, Clients, team members and fellow Sodexo colleagues
- Ability to communicate verbally and in writing in English.
- Ability to carry out the role following training
- Confidence to work on one's own, following training
- Ability to work as a team player and to be flexible as job tasks dictate
- A willingness to receive, understand and implement training given
- Clean and tidy appearance with a strong emphasis on personal hygiene
- Previous cleaning experience preferred
- Basic computer skills

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	▪ Leadership & People Management
▪ Brand Notoriety	▪ Employee Engagement
▪ Learning and Development	▪ HR Service Delivery

9. Management Approval – To be completed by document owner

Version		Date	
Document Owner			