

Job Description: Cleaning Supervisor



Function:	Universities
Job:	Cleaning Supervisor
Position:	Cleaning Supervisor
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Facilities Co-Ordinator
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 organization. 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 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.

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

- 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.
- Supporting the Facilities Co-Ordinator with work allocation for the cleaning team including reactive and planned cleaning allocated by the Helpdesk team; keeping within the specified detail of the contract, the financial budget and working principles.
- In conjunction with the Facilities Co-Ordinator, plan staff rota's and manage staff hours worked, sickness and annual leave, to ensure staff are paid correctly.
- Ensure a high standard of personal hygiene and appearance and general cleanliness to comply with statutory and Company regulations, wearing company uniform and PPE as specified and ensuring Cleaning Operatives do the same. Report as necessary any uniform requests / PPE requirements to the Residence Manager.
- To support the Facilities Co-Ordinator in ensuring Sodexo safety initiatives are rolled out and implemented
- To Control and count stock, order (as/if required) and issue cleaning materials ensuring stock rotation and safety in storage.
- In conjunction with the Facilities Co-Ordinator / H&S Manager, carry out cleaning audits to monitor cleaner's performance and adherence to the required standard.
- Liaise with the Cleaning Operatives to identify training required to implement the standards required and so facilitate the running of contract and deliver training as required.
- Ensure that all equipment is in safe working order, checked regularly and serviced. Report faulty equipment to the Helpdesk team, ensuring equipment is labelled to show that it is out of order and put out of use until repaired.
- Support the Facilities Co-Ordinator and take responsibility for staff training and inductions for new and existing team members.
- Report any safety hazards or inappropriate compromises to the Facilities Helpdesk e.g. locked fire door, lifting flooring, lights not working etc
- Comply with all Company & Client policies and statutory regulations relating to Health & Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in the workplace.
- Report any customer complaints or compliments and take remedial action if at all possible.
- Report immediately any incidents of accident, fire, theft, loss, damage, or other irregularities and take such action as may be appropriate
- To provide cover in areas across the site during periods of holidays / sickness etc.
- Comply with all Sodexo Company policies/procedures and client site rules and regulations
- Carry out other reasonable tasks as directed by management.
- To assist with any special duties, some of which may occur outside normal hours.
- Respond positively to feedback by proactively reviewing processes, procedures and practices to ensure that the needs and expectations of relevant stakeholders are met

Work cooperatively and maintain effective relationships with others, internally and externally to Sodexo, as appropriate to own area of responsibility

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

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

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Document Owner	Benjamin McDonald		