**Justice services**

JoB description

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| --- | --- | --- | --- |
| Position Title | Cleaning Supervisor | Department | Cleaning |
| Generic Job Title | Cleaning Supervisor | Segment | Sodexo Corporate Services |
| Team Band | Unbanded | Location | Manchester |
| Reports to | Deputy Manager | Office / Unit name | Salford Office |

## ORGANISATION StRUCTURE

General Services Manager

Cleaning Manager

Head of Talent

Cleaning Supervisor

Operatives

#### Job Purpose

* To Supervise the day to day delivery of a cleaning service of the unit
* To manage where possible all areas of costs in accordance with instructions given, working within the cost limits and resources agreed between the Client and Sodexo working within the cost limits and resources agreed between the Client and Sodexo
* To supervise and control the cleaning services and provide a service for the Client, according to their specification, within the standard laid down by the Company.
* To ensure that the standards of cleaning service delivered adheres to all Company and Client requirements.

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#### Accountabilities or “what you have to do”

* To be responsible for all day to day aspects relating to the management and maintenance of the cleaning service within the contract specification to the agreed performance, qualitative and financial targets.
* To provide a cleaning service to the agreed standards in accordance with the Service Level Agreements and Key Performance Indicators specified in the service contract
* To actively enforce relevant statutory, company and site HEALTH AND SAFETY compliance together with the monitoring of related equipment
* Full working knowledge of the areas in the buildings which are covered by the services run by Sodexo
* Responsible for work allocation to the cleaning team, keeping within the specified detail of the contract, and working principles. 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
* Control all ordering of supplies and deliveries to satellite units

Control the issue and usage of cleaning materials

* Carry out regular control checks to monitor cleaner’s performance and adherence to standards
* Complete the necessary company documentation within the Sodexo framework as required. Carry out regular control checks and record the results on the forms provided
* Ensure strict supervision of all assets used in conjunction with the cleaning contract
* Liaise with the Cleaning Operatives to identify training required to implement the standards to facilitate the running of contract and deliver training as required
* Be aware of the condition of the equipment, organise repairs/replacements as appropriate with the G Manager. Ensure that all equipment is in safe working order, checked regularly and serviced. Report any faults to Manager, ensure they are rectified and ensure equipment is not used until safe
* Maintain up to date knowledge of all chemicals in use and training in COSHH Regulations
* Comply with all Sodexo Company policies/procedures and client site rules and regulations
* Comply with all Company and Client policies and statutory regulations relating to Health and Safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your work place
* Deal with lost property, ensuring correct procedures are followed
* Participate in any necessary training and team meetings as required to complete job responsibilities to the Company and clients standards
* Cascade the information from the meeting back to the cleaning operatives
* Communicate well and demonstrate a pleasant, polite, efficient, caring and friendly service to customers and clients in all areas of service, which Sodexo provide
* Report any customer complaints or compliments
* Report immediately any incidents of accident, fire, theft, loss, damage, or other irregularities and take such action as may be appropriate
* Cover in other areas during periods of holidays and sickness when requested by the Line Manager
* Carry out other reasonable tasks as directed by management
* Comply with all Company and client policies, procedures and statutory regulations, including human resources, site rules, health and safety, safe working practices, hygiene, cleanliness, fire, COSHH. This will include your awareness of any specific hazards in your workplace
* Assist with the implementation of cleaning schedules to agreed standards.
* Promote a friendly working relationship with colleagues.
* Promote a good company image to customers and guests by using positive customer service practices.
* To undertake occasional duties outside the normal routine but within the scope of the position and the department’s activities. To assist, as required, with special requests, some of which may occur outside normal working hours, for which you will be paid overtime.
* To report any complaint or compliment and take action if at all possible.

**Key Performance Indicators (KPIs)** **or “What it will look like when you are doing the job well”**

* To deliver a consistent level of service, within the Company's standards, to the contract specification and agreed performance, qualitative and financial targets
* Comply with all Company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH
* To be agreed with Line Manager for particular location. K.P.I’s to be monitored as part of performance review and appraisal process

#### Dimensions

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| --- | --- |
| ***Financial*** | Stock control, minimising expenses costs |
| ***Other*** | Staff scheduling, stock ordering, client communication |

#### Skills, Knowledge and Experience

**Essential**

* Proven experience in working in the housekeeping/cleaning industry
* Industry acumen and knowledge of cleaning developments & innovations
* Experience in supervising a team
* Good communications skills
* Ability to adhere to all health & safety practices
* Strong customer service skills
* High levels of personal hygiene and appearance

**Desirable**

* Basic Certificate in BICs level 1 or equivalent
* Experience of working in an environment where compliance to standards is key.

**Competencies**

* Continuous improvement
* Working with others
* Impact and influence
* Resilience

#### Contextual or other information

* Smoking only permitted in designated areas. Personal mobile phones must be switched off during working hours. Constraints may change from time to time, see the staff notice boards.
* During the course of his/her duties the post holder may have access to, or witness confidential information, which must NOT be divulged to an unauthorised person at any time
* All mandatory training to be completed as and when required.
* Sodexo uniform and name badge to be worn at all times.

NB. This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

I agree that I have been fully briefed on my job role and that my job description has been explained.

## *Employee’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

## *Employee’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

## *Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

## *Managers Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

***MANAGERS NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_***

***DATE: \_\_\_\_\_\_\_\_\_\_\_\_***

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