UNIVERSITY OF WARWICK

Job Description

Job title	Campus Cleaning Services Supervisor
Department	Estates, CCS
Grade	FA3

Job purpose (a brief summary of the role)	The Supervisor will work with, organise and lead a team of Cleaning Assistants to provide an effective and efficient cleaning service across the University campus.
Duties and responsibilities	1. To monitor and ensure achievement of set standards of cleanliness within areas of responsibility ensuring that a high level of customer care is provided by the team. Including but not exhaustive to: a. To undertake the day-to-day supervision of your area of responsibility in the absence of the Assistant Campus Cleaning Services Manager and Campus Cleaning Services Manager b. Planning and issuing additional cleaning duties for absence cover c. Holding team meetings d. Updating teams on Safe Systems of Work and signing these off e. Issuing stock to Cleaning Assistants from stores f. Planning and allocation of deep cleaning duties and monitoring to ensure completion g. Under the direction of the Assistant Campus Cleaning Services Manager, allocating relevant maintenance tasks to the Facilities Assistants and organising and ensuring the appropriate pre-planned maintenance and health and safety checks are carried out by them, referring to line manager as appropriate 2. Carry out local inductions and local on-the-job training, and liaising with the CCS training team to provide information for employee's training records. To identify along with Assistant Campus Cleaning Services Manager any training and development needs and feed this to the CCS Training team. To assist the CCS Training team by participating in interviews and selection of Cleaning Assistants and Casual Employees. 3. To update IT systems with the following: a. Allocating duties to staff on a planned or daily basis to cover for changing business and for absence and holidays b. Ensuring that staff records are updated with absences and appropriate documentation completed c. Authorising and updating the system with holiday requests d. Conducting and recording employee PDRs e. Conducting and recording Probation reviews f. Arranging and recording transport requirements for staff where appropriate 4. To inform the Estates helpdesk of any maintenance issues, keeping records and following up to ensure that they are rectified. 5. To compile requests for cleaning material orders to ensure that there are sufficient supplies including distribution to staff. Keeping accurate records of stock

	levels/receipts/issues of cleaning materials. Carry out inspections of PPE and cleaning cupboards. To be an authorised signatory for the receiving/delivery of cleaning materials. Issuing, collecting and maintaining the safekeeping of keys, cards and fobs within area of responsibility. 6. To carryout Health and Safety Audits to ensure that staff are adhering to the departmental Safe Methods of Work, monitoring safe use and care of equipment. Monitoring the Universities UK "codes of practice" notices within the department. To report and log accidents appropriately. 7. To carry out Return to Work interviews, making appropriate records. 8. To supervise the operation of the in house laundry, and laundry provision and resources on campus. To control linen stocks, issue clean linen to staff on re-sheet day ensuring that all dirty linen is collected from bedrooms and counted before being sent to the Laundry. To control all items sent and returned from the Laundry and check and report damages and losses. To undertake the linen, equipment and materials stock takes, on a termly basis, producing appropriate reports. 9. To act as a point of contact for routine, day-to-day matters, for Reception, Maintenance and Conferences. To liaise, as appropriate, with the Assistant Manager and Warden/tutorial staff regarding student welfare and behaviour. To liaise with departmental staff both face to face and by e-mail, responding to departmental requests and attending building departmental meetings as appropriate. 10. To carry out cleaning duties for the area of responsibility to an agreed standard (depending on business needs, which varies in the time of the year and department). 11. To undertake from time to time such other duties as may be requested which are consistent with the nature and grade of the role. This list is not exhaustive and will be reviewed periodically when adjustments may be made.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Educated to GCSE level, NVQ Level 1/2 or equivalent experience.	A
E2	Excellent and confident communication skills, both written and verbal.	A & C
E3	Ability to meet and maintain set standards.	C
E4	Ability to use basic Word, Excel and Outlook.	A & C
E5	Ability to work as part of a team and motivate others.	A & C
E6	Ability to work well under pressure.	C
E7	Having a proactive approach to dealing with conflict and issues within the workplace.	C
E8	Excellent organisational skills.	A & C
E9	Experience of managing a team.	A & C
E10	Experience of allocating staff according to workload.	A & C
E11	Experience of working in a customer service environment.	A & C
E12	Ability to lift objects (e.g. refuse sacks, laundry) in line with manual handling guidelines.	C
E13	Knowledge of basic Health and Safety relevant to the role.	A & C
E14	Flexibility to work weekends on a rota basis and to work additional hours as necessary to meet the business needs.	A & C
E15	Ability to use own initiative.	C

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	Possession of basic health and safety certificate.	A & C
D2	Knowledge of COSHH.	A & C
D3	Experience of working to the British Institute of Cleaning Science cleaning standards or similar.	C