

PERSON SPECIFICATION

Cleaning Supervisor

Vacancy Ref: M064

Criteria	Essential/ Desirable	Application Form / Supporting Statements/ Interview *
Experience in a large cleaning operation, preferably a similar environment.	Essential	Supporting Statements/Interview
Excellent customer care and interpersonal skills. Good understanding of the importance of service delivery.	Essential	Supporting Statements/Interview
Good organisational skills. Ability to prioritise workloads effectively.	Essential	Supporting Statements/ Interview
Ability to remain calm when working under pressure and/or dealing with difficult and confrontational situations.	Essential	Supporting Statements/ Interview
Ability to assimilate large amounts of detailed information.	Essential	Supporting Statements
Willingness to undertake training to improve skill base or adapt to changing circumstances.	Essential	Supporting Statements/ Interview
Ability to communicate in a clear and concise manner. Ability to explain procedures and systems clearly.	Essential	Interview
Ability to work under pressure, sometimes to tight deadlines.	Essential	Interview
Ability to work well as part of a team. Ability to work on own initiative.	Essential	Interview
Ability to work flexibly and proactively.	Essential	Interview
Ability to establish and maintain good working relationships.	Essential	Interview
Ability to deal considerately with confidential information or sensitive situations.	Essential	Interview
Qualifications in English and Maths, at least equivalent to GCSE pass.	Desirable	Application Form
A relevant cleaning qualification.	Desirable	Application Form

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- **Application Form** – assessed against the application form, curriculum vitae and letter of support. Applicants will not be asked to answer a specific supporting statement. Normally used to evaluate factual evidence eg award of a qualification. Will be “scored” as part of the short listing process.
- **Supporting Statements** - applicants are asked to provide a statement to demonstrate how they meet the criteria. The response will be “scored” as part of the short listing process.
- **Interview** – assessed during the interview process by either competency based interview questions, tests, presentation etc.