**Job Title:** Cleaning Supervisor  
**Vacancy Ref:** N2634

<table>
<thead>
<tr>
<th><strong>Department/College:</strong></th>
<th>Facilities Service Delivery</th>
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<tbody>
<tr>
<td><strong>Present Grade:</strong></td>
<td>4</td>
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<tr>
<td><strong>Directly responsible to:</strong></td>
<td>Facilities Manager</td>
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<tr>
<td><strong>Supervisory responsibility for:</strong></td>
<td>Cleaners</td>
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**Other contacts**

- **Internal:** staff, students, Health, safety and compliance team, security, porters, accommodation managers, college staff, conference centre staff
- **External:** contractors, visitors, conference visitors, tenants

**Major Duties:**
The Cleaning Supervisor is responsible for the day-to-day supervision/co-ordination of a team of staff who carry out cleaning duties within various academic/teaching and residential buildings, including lecture theatres, study/seminar rooms and communal areas.

- Allocation and distribution of team workload to meet priorities
- Provide supervision for cleaners, monitoring of work, training and re-training
- Ensure all work is carried out to the highest standard and is done so in accordance with relevant health and safety legislation
- Monitor cleaning standards to ensure high standards of service are met and maintained
- Frequent liaison with College Residence Officers regarding cleaning requirements in residential areas
- Carry out training and re-training of staff as required to ensure cleaning standards are maintained
- Carrying out monthly quality control inspections and re-training where appropriate
- Ensuring all staff understand and operate within University policies and procedures, especially with regard to COSHH and health and safety legislation, ISO 45001
- Carry out toolbox talks
- Preparation and planning a service to conference accommodation to meet business requirements
- Receiving, checking and dispatching laundry
- Ordering, issuing, distribution and controlling cleaning consumables and equipment
- Issuing, receiving and controlling keys, ensuring security of these is maintained at all times
- Maintain effective, accurate and up-to-date records for sickness and holidays, ensuring integrity and confidentiality and GDPR of staff records
- Frequent liaison with other sections within Facilities in order to ensure seamless, first class customer service
- Reporting any faults within the University campus to the Facilities Helpdesk
- Provide cover for absence within the team of cleaning supervisors
- Any other duties as required by the Facilities Manager or senior management team