Cleaning Manager
Directorate of Estates & Campus Services

Closing date: 16 July 2018
Interview date: 3 August 2018
Vacancy reference: 6813
INTRODUCTION

The Cleaning Services Team has responsibility for all aspects of residential and non-residential cleaning across the University. This includes the provision of a Rapid Response Team dealing with emergency situations, office/furniture moves and deep cleaning project work. In addition to the responsibility for daily cleaning activities, the Services also manage and coordinate external contracts, including window cleaning, sanitary hygiene requirements and provision of hand driers.

We have two Cleaning Manager posts available. The posts are available immediately, one on a fixed term basis for a period of 12 months and may provide an ideal secondment opportunity for a current member of staff and the other is on an open contract basis.

These roles are part of the Cleaning Services team with specific responsibilities for designated Zone’s and will report to the Head of Facilities Services.

Stephen Talboys,
Director of Estates and Campus Services
Main purpose of the role
To be part of a team reporting to the Head of Facilities Services in the provision of an efficient and effective cleaning service to ensure the highest standards of service and cleanliness throughout the university campus sites and outlying properties.

Key responsibilities
(Role holders will be required to undertake some or all of the duties below)

Management of the Environment
- To manage the Cleaning Supervisors and associated cleaning teams within their area of responsibility
- To manage the deployment of up to 59 full time equivalent members of staff within their area to ensure service levels are achieved
- To manage staff and resources within the allocated budget
- To implement cleaning quality control in line with departmental Quality Management requirements
- Planning and implementing the deep clean requirements for their area of responsibility liaising with others as required
- Planning workload and resources to make adjustments for changes that are required
- To ensure contracted cleaning services, e.g. window cleaning, is carried out in accordance with designated agreements

Staff Management and Training
- To embed a culture of respect and courtesy towards colleagues and all campus users, in which diversity and equality is actively encouraged
- To ensure staff are trained in accordance with University Policy and departmental Standard Operating Procedures, (SOP’s)
- Assessing staff competency including sessions on Induction, Health & Safety and British Institute of Cleaning Science standards
- To monitor staff performance and undertake return-to-work interviews for cleaning staff within area of responsibility
- To undertake formal performance reviews and arrange appropriate staff development training where appropriate
- To maintain relevant records of staff training, absenteeism, probation and staff welfare issues
- To provide support to the Cleaning Supervisors in connection with issues relating to staff performance and competency, disciplinary and other procedures, and to assist the Cleaning Supervisors in managing staff holiday so that service provision is not compromised
- To lead in the recruitment and interview process for new members of cleaning staff
- To plan and lead Team Briefings
- To manage data entry on the Kronos time and attendance system and verify that the data is accurate and complete before authorising timesheet records
- To ensure all accidents/incidents are reported onto the University’s SOLAR system
- To undertake investigations following any accidents, incidents or near-misses making recommendations as appropriate
- To support other initiatives and activities in the workplace to improve performance and staff well-being
- To cover duties undertaken by the Cleaning Supervisors in the absence of those staff
JOB DESCRIPTION

Customer Services

- Working with the other Cleaning Managers to develop standard working methods for cleaning services
- To order, control and issue cleaning materials/consumables
- To be responsible for day to day management of cleaning services for Conferences.
- To oversee the provision and distribution of bedding bales and laundry for residences within the zone.

Other requirements of the Postholder

The Directorate has in place standards of performance which it expects of all of its Managers and these include:

- Regular consultation with staff, listening and providing feedback to them
- Leadership skills – being positive. Accessible and visible to staff; empowering them and encouraging them to use initiative; fair and consistent in managing staff
- Service Delivery – giving staff clear direction on performance standards and putting in place training so that each individual is able to do their job to the required standard;
- Resolving problems and responding to complaints and providing feedback to customers and staff
- Be considerate of the needs of others and approachable.
# PERSON SPECIFICATION

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Educated to GCSE or equivalent level</td>
<td>Essential</td>
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<tr>
<td>Evidence of successfully managing a service support team</td>
<td>Essential</td>
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<td>IOSHH Managing Safety Certificate</td>
<td>Desirable</td>
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<td>BICS Certificate</td>
<td>Desirable</td>
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## Knowledge

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<tr>
<td>Knowledge of workforce planning</td>
<td>Essential</td>
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<td>Knowledge of Health &amp; Safety in the workplace, including COSHH</td>
<td>Essential</td>
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<td>Knowledge of risk assessments for activities in the workplace</td>
<td>Essential</td>
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<td>Familiarity with: Quality Control Systems, Time &amp; Attendance recording</td>
<td>Essential</td>
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## Skills, abilities and competencies

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<th>Essential / Desirable</th>
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<tr>
<td>Confident in leading activities such as team meetings, training sessions and fire drills</td>
<td>Essential</td>
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<td>Ability to communicate clearly with a range of colleagues and customers</td>
<td>Essential</td>
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<td>IT skills such as Microsoft Word, Email and Google suite</td>
<td>Essential</td>
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<td>Numeracy and the ability to demonstrate good verbal and written communication skills</td>
<td>Essential</td>
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<td>Ability to monitor quality standards achieved by a team and intervene and coach where appropriate in order to ensure that expected performance is maintained</td>
<td>Essential</td>
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<td>Organisational skills with attention to detail</td>
<td>Essential</td>
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<td>Ability to organise and prioritise own workload and that of the team and to allocate and delegate work appropriately</td>
<td>Essential</td>
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<td>Ability to work within budget constraints</td>
<td>Desirable</td>
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PERSON SPECIFICATION

**Experience**

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<tr>
<td>Experience of supervising, leading and motivating a team of support staff</td>
<td>Essential</td>
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<td>Evidence of resource planning</td>
<td>Essential</td>
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<td>Managing health and safety in the workplace</td>
<td>Essential</td>
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<tr>
<td>Evidence of working in a Higher Education or large organisation with some responsibility for Facilities Management service provision</td>
<td>Desirable</td>
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<td>Acting as an interface with customers regarding service delivery</td>
<td>Desirable</td>
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<tr>
<td>Note taking experience at meetings and/or recording action points</td>
<td>Desirable</td>
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<td>Budgetary experience</td>
<td>Desirable</td>
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**Personal attributes**

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<tr>
<td>Self-motivated and able to motivate others</td>
<td>Essential</td>
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<td>Customer focussed with a high level of customer care skills</td>
<td>Essential</td>
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<td>Ability to communicate with tact and discretion</td>
<td>Essential</td>
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<td>Willingness to participate in and implement a change programme when working regimes need to be altered to support the organisation’s changing needs</td>
<td>Essential</td>
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<td>Ability to undertake physical manual handling activities</td>
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<td>Willing to flex working hours to meet the needs of the business</td>
<td>Essential</td>
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**Additional personal attributes**

The Directorate of Estates and Campus Services (DECS) has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values and therefore the following personal attributes are essential. A full copy of our values can be found on our website: [DECS values](#)

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<tr>
<td>Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others.</td>
<td>Essential</td>
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<tr>
<td>Have strong team spirit and pride in your standard of work.</td>
<td>Essential</td>
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<tr>
<td>Value colleagues and support their commitment to behaviour that is consistent with DECS core values.</td>
<td>Essential</td>
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Our mission within the Directorate of Estates and Campus Services (DECS) is to create an excellent environment in which to learn, live and work.

Our role is ‘to provide services and facilities to the core business of the University and the wider University community’. We monitor service levels, ensuring that we deliver these safely, to a high quality, and in a timely manner to meet the University’s operational needs.

DECS is split into three main areas of service delivery, each overseen by a Director:

**Estates Operations**

Are responsible for providing a ‘fit for purpose estate’, ensuring:

- well-planned operations and maintenance of the University’s Buildings and Grounds, whilst meeting environmental sustainability objectives;
- the efficient provision of requisite infrastructure and of utility supplies;
- that the University’s Estate meets health, safety and other statutory compliance requirements.
- the effective management of the University’s property portfolio.

**Estates Development**

Leads the sustainable development of the campus:

- setting out the vision, master plan framework, estate strategy and design standards for the campus;
- forms and manages the programme of investment projects, including for new buildings, infrastructure and the refurbishment of existing assets to meet the needs of the University.

**Campus Services**

Oversees a range of critical services to deliver a great experience for students, staff and hosted businesses:

- ensuring the efficient allocation of University space through managing the University's residential accommodation service, learning spaces (timetabling, room bookings and audio visual technology), space audit and space planning activity;
- providing effective facilities services including cleaning, travel and mail room services;
- leading highly-engaging customer relationship teams, through operating a range of receptions, and the Facilities Helpdesk;
- ensuring teams in business systems, marketing and communications, recruitment, training and general administration support the best possible decision making across DECS.

DECS is the largest of any of the University Departments and we appreciate that successful service delivery can only be realised through motivated staff. To this aim DECS has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values. A full copy of the values can be found at: [DECS Values](#).

Finally DECS is developing a Quality Management System that will promote an environment that encourages continuous improvement. All members of DECS are encouraged to examine the services we deliver and look at ways of making them better and more efficient.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and are ranked 16th in the Times & Sunday Times league table (2017). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we've worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York.

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to [https://jobs.york.ac.uk](https://jobs.york.ac.uk)
- Find this job using reference 6813
- Complete the online application form

You will need to submit your completed application by midnight (GMT) on 16 July 2018.

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Informal enquires can be made via email to jill.taylor@york.ac.uk or sarah.frankland@york.ac.uk or by telephone on 01904 328422 or 01904 324193

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835