Cleaning Supervisor
Directorate of Estates & Campus Services

Closing date: 2nd November 2018
Interview date: 18th December 2018
Vacancy reference: 7170
INTRODUCTION

Cleaning Supervisors are required to supervise a team of cleaning staff in order to ensure that consistent and high standards of cleaning are achieved and that the service provided meets the Service Level Agreements in place within the zone. You will have personal contact with colleagues in the Directorate of Estates & Campus Services, members of staff from the academic and support departments and Colleges, students and conference visitors, plus delivery personnel.

Whilst regular days and hours of work are specified, the role involves working on a 5/7 day period and can include working at weekends when required. In particular, during vacation periods and ‘clean-down’ periods, the workload can fluctuate. You will be expected to be flexible in the hours you work. You should be able to work additional hours from time to time. Shifts currently available include, but are not limited to, the following:

- Part time (19.5 hours per week): 15.45—19.45 Monday to Thursday & 16:00—19:30 Friday

You must be able to undertake moderate physical, manual handling work activity, including moving furniture and carrying equipment. In addition, you must have: relevant cleaning experience in a similar environment; good organisational and interpersonal skills and the ability and confidence to decide on cleaning priorities within an agreed framework.

Good customer care skills, a high degree of tact and diplomacy and the ability to communicate effectively with, and motivate, teams of staff are also essential.

Stephen Talboys,
Director of Estates and Campus Services
Key Responsibilities and Duties:

- To allocate and organise staff within the team to cover for sick and holiday leave and vacant posts in the zone.
- To provide on-the-job training for staff in all aspects of cleaning, to include undertaking toolbox talks and training on cleaning methods, chemicals and equipment.
- To undertake Health and Safety induction and provide on-the-job training for new members of cleaning staff throughout their probationary period. This will include briefing staff on the Time and Attendance system and the procedures for reporting sickness absence and booking holiday.
- To monitor standards of cleaning achieved within the zone using quality inspection sheets.
- To notify the Cleaning Manager in the zone of any problems relating to cleaning standards in the work area, including any resource or staff issues such as workload, performance or attendance.
- To monitor staff performance, during the probationary period and thereafter. To investigate those instances where an individual’s performance is not to standard, to discuss the situation with the member of staff concerned and refer to the relevant Cleaning Manager to agree the next steps with them.
- To undertake routine visual and functional checking of cleaning equipment and to report all faulty equipment to the relevant maintenance company.
- To ensure that the cleaners’ working activity is carried out in accordance with University and Departmental safety and hygiene procedures.
- To report any accidents and near misses experienced by the cleaning team in the zone to the Cleaning Manager and to assist staff in manually completing accident and incident forms.
- To take delivery of cleaning materials and stock items and to forward completed related paperwork to the Cleaning Manager in the zone.
- To ensure stock levels are maintained so that there is effective use and turnover, and to notify the Cleaning Manager on a timely basis of stock and personal protective equipment which needs to be replaced.
- To provide feedback to staff on their performance and to report to the Cleaning Manager when required, e.g. for use when undertaking performance reviews and/or dealing with management issues.

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**JOB DESCRIPTION**

At a glance

- **Salary**: £18,688—£22,017 reduced for part time
- **Hours of work**: Part time
- **Contract type**: Open
- **Based at**: Any University site

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Key Responsibilities and Duties continued:

- To undertake routine staff ‘return to work’ interviews (up to trigger of 8 days per year), following a period of sickness absence.
- Under the direction of the Cleaning Manager, to assist in the recruitment and appointment process for cleaners.
- To check staff attendance at work using the Kronos Time and Attendance recording system.
- To use appropriate IT systems to include Kronos and Kinetics systems.
- To undertake room inventories as required.
- To undertake a range of routine cleaning duties, as required, and to provide cover during periods of staff absence or when there are vacant cleaning posts. This may mean temporarily relocating to another zone on campus.

Other Requirements of the Post

- You will be required to undertake training to the British Institute of Cleaning Science (BICSc.) standard, the Cleaning Professionals Skills Suite (CPSS).
- You will be required to attend training and development courses, tool-box talks and practical workshop sessions as required by the University and the Directorate. Some of the University’s statutory courses are undertaken on-line.
- You will be required to comply with University procedures and policies, including those relating to Health and Safety, Procurement and Finance, Use of IT Systems and Personnel Management.

This job description is not intended to be an exhaustive list of duties and the post holder may be required to undertake other duties commensurate with the role and grade.
## PERSON SPECIFICATION

### Qualifications

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<tr>
<th>Essential / Desirable</th>
<th>Qualifications</th>
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<tbody>
<tr>
<td>GCSE's or equivalent in English and Maths</td>
<td>Desirable</td>
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<td>BICSc Certificate</td>
<td>Desirable</td>
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### Knowledge

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<th>Essential</th>
<th>Knowledge</th>
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<td>Relevant supervisory experience gained in a large organisation</td>
<td>Essential</td>
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<td>Knowledge of cleaning chemicals and safe methods of working</td>
<td>Essential</td>
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<td>Understanding of health and safety issues in relation to manual handling and COSHH</td>
<td>Desirable</td>
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<td>Working knowledge of the Kronos Time and Attendance system</td>
<td>Desirable</td>
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### Skills, abilities and competencies

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<th>Essential</th>
<th>Skills, abilities and competencies</th>
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<tr>
<td>Ability to demonstrate good practice and encourage others to follow by example</td>
<td>Essential</td>
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<td>Customer care skills and a high degree of tact and diplomacy</td>
<td>Essential</td>
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<td>Evidence of good interpersonal skills, including the ability to communicate effectively with teams of colleagues and supervisors</td>
<td>Essential</td>
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<td>Customer service skills to enable dialogue and interaction with staff, students and conference guests</td>
<td>Essential</td>
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<td>Ability to multi-task</td>
<td>Essential</td>
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<td>Ability to organise the work activity of a team, and to allocate and delegate work appropriately</td>
<td>Essential</td>
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<td>Basic IT skills to include E-mail and Word</td>
<td>Desirable</td>
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### Experience

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<td>Cleaning experience</td>
<td>Essential</td>
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<tr>
<td>Supervisory experience</td>
<td>Essential</td>
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<tr>
<td>Experience of demonstrating good practice and encouraging others to follow</td>
<td>Essential</td>
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<td>Experience of windows based software systems</td>
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PERSON SPECIFICATION

Personal attributes

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<th>Essential / Desirable</th>
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<td>Self-motivated and able to motivate others</td>
<td>Essential</td>
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<td>Willing to undertake training courses and reach the required standard</td>
<td>Essential</td>
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<td>Have a flexible approach to working hours, so that these can be arranged to meet the needs of the business, particularly during busy periods of the year</td>
<td>Essential</td>
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<td>Drive, enthusiasm and commitment</td>
<td>Essential</td>
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<td>Able to carry out all of the activities which fall within the remit of the role</td>
<td>Essential</td>
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<td>Able to understand and follow instructions and be able to disseminate these to a team of staff when required to do so</td>
<td>Essential</td>
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<td>Clean and tidy appearance</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](#).

- Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others. Essential
- Have strong team spirit and pride in your standard of work. Essential
- Value colleagues and support their commitment to behaviour that is consistent with DECS core values. Essential
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.

**THE UNIVERSITY**

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit **Rewards Extra**
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 7170
- Complete the online application form. [Paper applications are available on request].

You will need to submit your completed application by midnight (GMT) on Sunday 2nd November 2018

What will I need?

We will ask you for details of:
- your personal attributes
- relevant skills and abilities
- 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

Direct any informal queries to john.maddison@york.ac.uk

If you have any questions about your application, contact the DECS Recruitment team:

decs-recruitment-training@york.ac.uk

+44 (0)1904 323376 or 323377