

<b>Job title</b>	Cleaning Supervisor	<b>Date</b>
<b>Reports to (title)</b>		
<b>Contract/Department</b>		<b>Revision</b>
<b>Location</b>		

## Job purpose

Describe the overall purpose of the job in two or three sentences.

Supervisory responsibility for the efficient delivery of cleaning services and associated tasks, delivered through direct labour and/or supply chain. Encourage staff to meet their full potential and monitor work delivered to meet contractual obligations and actively contribute to continual improvement of services. And take an active role in completion of role designated tasks and always deliver with a positive leadership approach.

## Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

### People

- Provide supervision of the cleaning team, ensuring a culture of high employee engagement and participation and aligned with the overall EUK objectives.
- Support Line Manager in the compliance with EUK Policies and Procedures, including but not limited to recruitment, staff rotas, staff performance, management of staff absence, staff training and development and appraisals and payroll.
- Carry out and facilitate regular staff meetings with all direct reports to ensure open and two-way feedback on service delivery, resources, health and safety, etc.

### Supply Chain

- Monitor appointed subcontractors' performance whilst on site.

### Finance/Commercial

- Stock control management

### Customer

- Integrate within client activities and when requested attend client/customer meetings.
- Work with all stakeholders and colleagues with a collaborative, partnership approach

### Performance

- Ensure data is collated for monthly KPI/SLA reports s required
- Participate in audit programmes and inspections.

## Innovation

- Develop cleaning innovation ideas to enhance and/or adapt the working environment

## Service Delivery

- Be responsible for delivering and maintaining the procedures and systems necessary for providing a comprehensive service delivery for cleaning and associated Services on our sites.
- Plan, prepare and complete works within contract scope
- Report any service shortfalls to Line Manager
- Responsible for monitoring and reporting requirement for the servicing and maintenance of all cleaning machinery and equipment is recorded and managed.
- Provide a timely response to work requests received.
- Proactively report on work activity
- Support with the management of team resource to ensure holiday and sickness cover in place, to ensure delivery of service at all times.

## Health and Safety

- Monitoring and maintaining staff training records and delivery of Health and Safety Toolbox Talks
- COSHH materials are recorded and updated on regular basis.
- Ensure all follow the agreed Risk Assessments and Methods Statement for cleaning tasks.
- Ensure all staff have appropriate PPE to undertake their roles and implement regular audit checks.
- Ensure appropriate governance is in place, so that all employees work safely, complying with all Statutory Regulations and EMCOR policy.

## Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

## Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- Able to work with minimal management and be self-motivated.
- IT literate.
- Good communication skills (written and spoken English) to ensure safety of staff
- Positive approach to leadership
- Flexibility to meet service requirements

**Advantage**

- Cleaning Industry experience at supervisory or above
- People /Team supervision experience
- IOSH Working Safely
- Any recognised industry training/qualification

## Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

<b>Line Manager Signature</b>	
<b>Print Name</b>	
<b>Date</b>	

# Job Description

<b>Job Holder Signature</b>	
<b>Print Name</b>	
<b>Date</b>	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	