

Message from the Director of Estates and Facilities Management

Dear Colleague,

Loughborough University is a fantastic place to work and study. There is a real pride in the University that touches everyone associated with it. We want to attract and retain the best people to work in our Maintenance and Engineering team at Loughborough University and believe that we offer an attractive total reward package that includes: generous index linked pension, generous holiday allowance, access to sporting facilities and gym membership at staff rates and many other benefits. We hope that you will apply and look forward to meeting you

Throughout our history we have built upon our distinctive characteristics and enhanced our strengths. Our origins in 1909, as one of the UK's foremost technical institutes focused on meeting society's needs, set in train an ethos that is still evident at Loughborough today.

Our campus in the heart of Leicestershire – one of the largest in the UK, spanning 440 acres – provides a supportive and enriching environment with first-rate facilities for both staff and students. Loughborough is the largest single site University campus in the UK at 440 acres; it is located close to a market town and is only minutes away from the motorway network. The Estate is in a sylvan setting, with a huge variety of academic, residential, commercial and sports facilities and is 362,000 sq. m in total. There are 154 buildings as well as a further 85 acres that is currently agricultural land adjoining campus that has planning permission for the further development of the Loughborough University Science and Enterprise Park (LUSEP) and is part of an Enterprise Zone. Our Facilities have been voted the best in the UK for the last five years in the Time Higher Student Satisfaction survey and voted the best in the WhatUni 2018 and 2019 awards.

Graham Howard

Job Title: Cleaning Assistant Supervisor

Job Ref: REQ240878

General Details	
Job Title:	Cleaning Assistant Supervisor
Professional Service:	Domestic Services
Location	Loughborough University
Tenure:	Open ended
Hours/FTE	Part Time – 10, 20 hours & 30 hours per week
Grade/Salary	Operational Services Grade 2 - £11.90 per hour Pay will be enhanced to £12.00 per hour to reflect we are a Real Living Wage Employer. Regular pay is enhanced at the point of payment to enable this. Due to the ongoing implementation of the real living wage and the compression of the pay aligned to our grades 2- 3 within the University, this role attracts a Supervisor Supplement in addition to your annual salary. This equates to an annual payment of £750 pro-rata, payment over 12 equal monthly instalments paid along your monthly salary. This additional payment is subject to regular review.
Holiday	36 days inclusive of 8 Bank holidays and 6 University closure days
Pension	Automatic enrolment into the Local Government Pension Scheme with an employer's contribution of 24.8%
Starting date:	Asap

Job Purpose
Undertake all supervisory duties for Domestic Cleaning Services in relation to academic and support buildings and to deputies in the absence of the cleaning supervisor.

Management & Supervision	
Reporting to:	Furniture and Domestic Services Manager – Assistant Managers

Responsibilities
<p>Core Duties</p> <ul style="list-style-type: none"> • Carry out cleaning and deep cleaning duties as per the service level agreement and schedule, ensuring priority areas are cleaned if a shortage of cleaning staff occurs and deal with emergencies • Maintain the standard of cleaning that is required by the correct implementation of the cleaning schedules relating to the building • Supervise cleaning staff allocated to the building/team • Maintain daily time-sheets, and notify sickness, absence and holidays • Maintain sufficient stocks of cleaning materials and place requisitions for their replenishment • Ensure that all equipment is used correctly and maintained in a serviceable and clean condition in accordance with Health & Safety Regulations and report all faults to the appropriate person • Instruct all cleaning staff on all aspects of cleaning including the correct use of cleaning materials with regards to the COSHH regulations • Collect and return the appropriate keys for buildings under your control

- Required to work on anywhere of the campus at the discretion of the Furniture & Domestic Services Manager
- Carry out such other related duties as may be requested from time to time by the Furniture & Domestic Services Manager in connection with the Maintenance Section

Communication

- Work as an active member of the Cleaning Team in the first instance and as team member of Facilities Services supplying services to academic and non-academic staff.

Training

- As part of the University's commitment to training you will be required to be trained to a National Vocational Qualification in Cleaning. In order to assist your performance, you will also be required to undertake periodic training to assist completion of your tasks

Authority

- The Assistant Supervisor will have delegated authority to manage a team of cleaners in specific tasks

Functional Contacts

- All staff within the Facilities Management
- All line managers within the Facilities Management
- Other service departments within the University
- Faculty and Departmental Administrators

Standards of Performance

- Suitable Appearance
- Reliability
- Supervisory skills
- Flexibility
- Identify priorities
- Satisfactory customer feedback

- Person Attributes
- Flexible
- Team worker
- Smart Appearance
- Reliable.

Health and Safety

- To understand and implement Health and Safety policies and requirements for yourself and others, commensurate with your level of responsibility within the Department to enable you to discharge your other duties and responsibilities safely

Points to Note

A full driving licence is required.

Flexibility in start/finish times may be required depending on the needs of the business. Employment is on a 5 over 7 basis and will therefore include working at weekends as and when required.

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Professional Development

Loughborough University supports the professional development of colleagues and encourages continuous professional development to ensure professional skills and knowledge are maintained.

Conditions of Service

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment & Selection.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Organisational Responsibility

The role holder will report directly to the Furniture and Domestic Services Manager

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre
- 3 - Interview

Essential Criteria

Area	Criteria	Stage
Experience	Previous experience in dealing with the public	1, 3
Skills and abilities	Ability to undertake regular duties	3
	Ability to work with efficiency and accuracy	1, 3
	Ability to keep to deadlines	1, 3
	Flexibility	1, 3
	Ability to maintain confidentiality	1, 3
	Ability to prioritise work	1, 3
	Good communication and organisational skills	1, 3
	Ability to promote corporate image	3
	To work to cleaning schedules	1, 3
Training	A willingness to undertake further training	1, 3
	A willingness to undertake new procedures	1, 3
Other	To observe the University's Equal Opportunities Policy	1, 3
	Full Driving Licence required	1, 3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of commercial cleaning e.g. offices, hotels or similar environment	1, 3