Department/School of Estates & Facilities Management

Cleaning Supervisor

Job Ref: REQ260833

School/Department summary:
The Estates and Facilities Management team at Loughborough University is central to creating the world-class campus experience for which the University is known. We are a large and diverse team made up of Catering, Residential, Domestic, Projects, Operations, Maintenance, Engineering, Sustainability and Space teams. Together, we manage and develop one of the UK's largest single-site campuses, ensuring that its buildings, grounds, infrastructure and support services are sustainable, stylish and set up for success. We work collaboratively to support our students, colleagues and partners, helping to shape the exceptional campus environment we are consistently recognised and awarded for. Above all, we take pride in creating a welcoming, vibrant and authentic workplace where everyone can thrive and we welcome likeminded individuals to join us and be part of our future.

Job Description

Job Family and Grade: Operational Services Grade 3

Job Purpose

Undertake all supervisory duties for Domestic Cleaning Services in relation to academic and support buildings.

Job Duties

Core Duties

- Maintain the standard of cleaning that is required by the correct implementation of the cleaning schedules relating to the building
- Carry out cleaning and deep cleaning duties as per the service level agreed and schedule to ensure priorities areas are cleaned if a shortage of cleaning staff occurs and deal with emergencies
- 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 regard to the COSHH regulations
- Collect and return the appropriate keys for buildings under your control
- Required to work on any part of the campus at the discretion of the Cleaning Manager
- Carry out such other related duties as may be requested from time to time by the Cleaning Manager in connection with the running of the Property Administration Service

Training

- Responsible for the training of Cleaners in the correct use of equipment and materials to ensure safe and economical working practices
- Follow written procedures and work practices, using this to assist with the training and supervision of team members
- Attend any other relevant training

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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

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 outlined in the document.

Organisational Responsibility

Reports to the: Assistant Manager, Furniture & Domestic Services Manager

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Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

1 – Criteria measured within the Application
2 – Criteria measured at Test/Assessment Centre/Presentation
3 - Criteria measured at Interview

Essential Criteria

Area	Criteria	Stage
Experience	Previous experience in dealing with the public	1, 3
	Previous experience of Supervising a team	1, 3
	Experience of commercial cleaning e.g. offices, hotels or similar environment	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
Qualifications	GCSE Maths and English or equivalent	1,3
Other	Demonstrate an ability to behave in a way that adheres to equitable and inclusive working practices, while respecting diversity of thought and supporting freedom of speech and expression.	1,3

Desirable Criteria:

Area	Criteria	Stage
Qualifications	Valid UK manual driving license	1,3

Conditions of Service

The appointment will be subject to the University's Terms and Conditions of Employment relevant to the job grade.

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Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.

- Support and contribute to the University's commitment to Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous**, **Collaborative**, **Creative**, **Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our **vision and values**.

Our Accreditations

We strive to create a culture that supports equity 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 career.

We are proud to be a Race Equality Charter Member. The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).

We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.

We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.

We are proud supporters of the City of Sanctuary movement and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

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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.

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