



## JOB DESCRIPTION

**JOB TITLE:** Cleaning Supervisor

**REPORTING TO:** Manager

### MAIN PURPOSE OF ROLE:

As a Cleaning Supervisor you will be responsible for all day to day aspects relating to the management and maintenance of the cleaning service on site. You will need to provide sufficient cover and allocate cleaning tasks during periods of staff absence or holidays, monitor cleaning operatives' attendance, communicate any staffing issues immediately to your line manager and respond to all requests within a reasonable time frame as required.

### KEY RESPONSIBILITIES:

Day to day liaison with the Manager on a range of service delivery matters.

To ensure that all team members carry out their cleaning duties in a correct and timely manner in accordance with cleaning specification and standards.

To carry out cleaning assignment responsibilities as designated by the Manager.

Under the direction of the Manager, co-ordinate the response to any unforeseen incident or problem including staff absenteeism.

Complete building inductions & training for all Cleaning Operatives.

Ensure that all team members are familiar with and adhere to the Company's Policies and Procedures.

Conduct quality audits to ensure service delivery adheres to the requirements of ISO9001.

Take responsibility for making all Cleaning Operatives aware of and that they are familiar with the correct use of all equipment and materials. Responsible for control and distribution of cleaning material ensuring stock rotation and safety in storage.

Complete HR related tasks for the staff under your control as agreed with the Manager.

**ESSENTIAL SKILLS:**

Supervisory & cleaning experience preferred

Ability to communicate at all levels, with good written and spoken English

Strong customer care and leadership skills

Must be a good leader, motivating and able to work under pressure to meet deadlines.

Problem solving and time management skills desired

Basic IT skills essential

Ability to work to set schedules and on own initiative

Flexible and proactive attitude essential

Understanding & knowledge of health and safety policies

Needs to represent ABM values on site by being presentable, uniformed and helpful at all times

Willing to go the extra mile

Experience of co-ordinating a range of tasks and individuals

Follow the Company Policies and procedures at all times

Ensure that Cleaning Operatives, or visiting workers for whom they are responsible receive suitable induction training and information about emergency procedures.

Ensure the necessary risk assessments have been done and the safety provisions relating to the work discussed with those doing it.

Confirm that those under their supervision have received training appropriate to their needs and that safety considerations are integrated into this training

Document and reporting of training given to Cleaning Operatives

Ensure that the work environment and equipment are safe and well maintained

Identify and correct hazardous conditions

Investigate accidents or incidents and revise risk assessments where necessary

Monitor compliance with risk assessments, enforce the control measures and stop anyone who fails to comply.