

**CANDIDATE SPECIFICATION**



<b>JOB TITLE</b>	Cleaning Supervisor	
<b>REPORTING TO</b>	Group Facilities Manager	
<b>DEPARTMENT/SUB DEPARTMENT</b>	Facilities	
<b>LOCATION</b>	Southend-on-Sea, incl. Shoeburyness	
<b>OVERALL PURPOSE</b>		
To manage and actively supervise the Company’s cleaning team.		
<b>PRINCIPLE ACCOUNTABILITIES</b>		
<ul style="list-style-type: none"> <li>• Dealing with issues raised by other departments, providing timely feedback on the resolution,</li> <li>• Ensuring the completion of any tasks that are assigned to the team, scheduling work and coordinating staff as appropriate,</li> <li>• Delegating tasks to team members as required, ensuring the work is carried out in a timely and cost effective manner,</li> <li>• Monitoring and planning of resources to ensure that they are appropriate to the workload,</li> <li>• Approving and managing staff holidays to minimize the disruption to the team,</li> <li>• Monitoring the health (incl. mental health), safety and well-being of all team members,</li> <li>• Monitoring the attendance, timekeeping and quality of all team members, and address accordingly,</li> <li>• Play an active role in the recruitment, selection and induction process for the team,</li> <li>• Attending first level disciplinaries and grievances if required,</li> <li>• Regularly monitor and record team performance, conducting performance reviews as required,</li> <li>• Assessing the skills and performance levels of all team members and identifying/carrying out additional training as necessary,</li> <li>• To create, review and change risk assessments, as required,</li> <li>• To carry out and record regular cleaning audits at all sites,</li> <li>• To carry out accident / incident investigations when necessary,</li> <li>• Regularly monitor levels of cleaning products and order new supplies when required,</li> <li>• To cover cleaning duties in the event of employee absence and assist with manual handling tasks as required, including the movement of furniture and cleaning products etc.,</li> <li>• To assist in identifying methods for continuous improvement,</li> <li>• To be responsible for the safe working of all team members and ensuring adherence to all Company H&amp;S Policies and Procedures,</li> <li>• To ensure all Company rules and regulations are met and initiate appropriate corrective action and/or the Company disciplinary procedures where required,</li> <li>• Responsible for making sure an excellent standard of housekeeping is maintained,</li> <li>• Complete corrective actions on time,</li> <li>• To carry out any other tasks, where reasonable and relevant as and when required.</li> </ul> <p>This is not an exhaustive list.</p>		
<b>QUALIFICATIONS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
GCSE (or equivalent) including Math and English at grade C or above	✓	
<b>EXPERIENCE/ SKILLS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Supervisory experience		✓

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Ability to communicate clearly and effectively with staff and Supervisors/Managers, incl. the Senior Management Team	✓	
A good understanding and working knowledge of COSHH legislation in relation to the chemicals used	✓	
Manual handling experience	✓	
Fork Lift Truck driving experience		✓
Full UK driving license	✓	
Computer literate	✓	
Ability to work independently while collaborating in a team environment	✓	
Ability to work under pressure and to deadlines	✓	
<b>PERSONAL SKILLS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Team Player	✓	
Strong Work 'Can-do Ethic'	✓	
Exceptional at building relationships	✓	
Excellent Customer Service skills	✓	
Strong attention to detail and time management	✓	
Exceptional Planning and Organisation skills	✓	
High awareness of Productivity and Quality	✓	
Excellent Communication skills	✓	
Flexibility	✓	
Take Responsibility for actions	✓	
Learn, Apply and Improve	✓	