1. Job Details

**Job title:** Cleaning Services Chargehand **C/E&B/098**

**School/Support Department:** Support Services Division of Estates and Buildings

**Line manager:** Cleaning Supervisor

**Date:**

2. Job Purpose

To assist the Cleaning Supervisor in the delivery of a quality cleaning service. To ensure that the work is completed to the required standard and frequencies to meet service level agreements. To carry out general cleaning duties and allocate work to cleaners within a defined area of responsibility.

3. Main Responsibilities

<table>
<thead>
<tr>
<th>% of time</th>
<th>Task Description</th>
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<tbody>
<tr>
<td>75</td>
<td>Carrying out general cleaning duties and allocating work to cleaners within the area of responsibility in order to meet service levels.</td>
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<tr>
<td>5</td>
<td>Ensuring cleaning staff follow the correct methods in the use of cleaning materials and equipment, in order that the required standards are achieved.</td>
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<tr>
<td>8</td>
<td>Deputising for the Cleaning Supervisor during periods of annual leave or sickness to ensure continuity of service.</td>
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<td>3</td>
<td>Assisting with staff training and reporting to the Supervisor on the performance of new staff. Taking part in “in service” training as required.</td>
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<td>3</td>
<td>Ensuring that all equipment is cleaned after use; that faults are reported to the Supervisor and assisting with access for PAT testing or servicing.</td>
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<td>1</td>
<td>Promptly reporting any conduct requiring disciplinary investigation to the Supervisor for investigation.</td>
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<tr>
<td>5</td>
<td>Reporting immediately any accident, near miss or hazard to the Cleaning Supervisor for action.</td>
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4. Planning and Organising

Required to plan 2-3 months in advance for annual holidays and where necessary organise staffing to cover for absences.

5. Decision Making

In the absence of the Supervisor, decide on issues relating to workload and staffing issues. Provide guidance to cleaners where required. In the event of an emergency, eg: flood, carry out risk assessment and instruct cleaning staff to deal with issues where safe.

6. Problem Solving
Ensure access is arranged to buildings and rooms so that cleaning activities can be carried out.

### 7. Key Contacts/Relationships

- The main contact is with the Cleaning Supervisor or Area Cleaning Manager and cleaning staff.
- The Cleaning Chargehand will also relate on a day to day basis with other support services staff eg Servitorial and Works Division staff; additionally with students and academic and other university staff in a manner which reflects well on the department.

### 8. Knowledge, Skills and Experience Needed for the Job

- Experience of supervising a small team.
- Knowledge of the correct usage of cleaning methods, materials and equipment.
- Knowledge of basic Health and Safety in a cleaning environment.
- BICS 1 and 2.
- Ability to communicate with a wide range of staff.
- Physically fit to fulfil the requirements of the job.

### 9. Dimensions

The Cleaning Chargehand will be responsible to the Cleaning Supervisor for a group of cleaning staff within a number of buildings, normally part of a “College” area of the University. The Chargehand will be expected to assist with cover during the annual leave / short term sickness absence of other Chargehands within the same College grouping.

### 10. Job Context and any other relevant information

None applicable.