THE UNIVERSITY OF EDINBURGH  
Support Services Division

JOB DESCRIPTION

1. Job Details
Job title: Cleaning Services Supervisor C/E&B/097
School/Support Department: Support Services Division of Estates and Buildings
Line manager: Area Cleaning Manager/Site Manager/SSAM Assistant

2. Job Purpose
To be responsible for the organisation and supervision of a group of cleaning staff to deliver of a quality cleaning service. To monitor the performance of staff, ensuring that service level agreements are met and that the required standards are achieved.

3. Main Responsibilities

<table>
<thead>
<tr>
<th>% of time</th>
<th>Description</th>
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<tbody>
<tr>
<td>63</td>
<td>1. Allocating staff and materials as required to fulfill cleaning requirements as scheduled. Checking the work of cleaning staff to ensure that the work is completed to the correct standard.</td>
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<tr>
<td>2</td>
<td>2. Issue and control of keys to cleaning staff to ensure security of keys.</td>
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<td>10</td>
<td>3. Assisting with staff induction and training; identifying training needs within the cleaning team and reporting to Line Manager. Reporting on the performance of new staff to the Line Manager. Taking part in “in service” training; attending Support Services departmental meetings.</td>
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<td>2</td>
<td>4. Completing all relevant personnel paperwork relating to cleaning staff. Reporting promptly all sickness, absenteeism and holidays to the Line Manager to enable staff records to be kept up to date.</td>
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<td>2</td>
<td>5. Responsible for dealing with first-line minor disciplinary issues eg time-keeping, work performance, within the parameters set by the Department and according to the guidelines in the University’s Disciplinary Policy and Procedures; reporting such instances to the ACM for investigation. Report serious disciplinary issues to the Line Manager immediately for investigation.</td>
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<td>1</td>
<td>6. Ordering of materials and consumables to ensure that stock levels are maintained at the correct level within departmental budgets.</td>
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<td>5</td>
<td>7. Responsible for health and safety compliance from cleaning staff. Promptly reporting any accident, near miss or hazard to the Line Manager for action.</td>
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<td>10</td>
<td>8. Carrying out cleaning tasks as required to ensure service levels are maintained.</td>
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<td>5</td>
<td>9. Liaising with building users and Departments as necessary. Eg requests for cleaning outwith the normal routine.</td>
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4. Planning and Organising
- Cleaning tasks will be carried out to pre-determined standards and frequencies in order to meet
the Service level agreement for the area.

- As required, the Supervisor will organise emergency cleaning duties outwith the normal schedule of work, within appropriate Health & Safety guidelines.
- The Cleaning Supervisor will also organise cover for special or “out of hours” events eg Graduations, Festivals, conferences.

5. Decision Making

- Selection of appropriate materials and equipment for required cleaning task
- Allocation of cleaning staff to carry out cleaning duties within area of responsibility
- Prioritisation of work to cover for annual leave or absence of staff.
- Referring issues outwith own level of responsibility to the Line Manager.
- Being security aware and reporting any suspicious incidents or observations.

6. Problem Solving

- Approving of requests for annual leave ensuring that adequate cover is maintained to deliver Service Level Agreements.
- Liaising with College Staff at all levels to ensure that request for special cleaning tasks are delegated to the right staff and are carried out in a satisfactory manner.
- Carry out risk assessments when required to do so.
- Allocation of resources (staff and materials) on a daily basis to meet all cleaning needs.

7. Key Contacts/Relationships

- The main contact is with the Line Manager, or other designated Support Services line manager, chargehand and cleaning staff.
- The Cleaning Supervisor will also relate on a day to day basis with other support services staff e.g. 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

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

9. Dimensions

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

10. Job Context and any other relevant information

None Applicable