PAY & GRADING - JOB SPECIFICATION TEMPLATE

This Job Specification sheet covers specific areas of activities that are not included in the Generic Role Profile. It will include responsibilities, knowledge, skills, delivery and working arrangements relevant to this role. Please ensure that this is read and in conjunction with the given family role for the post.

Profile Owner:

POLICE STAFF

ROLE SPECIFIC INFORMATION	
Job Title:	Cleaning Supervisor
Generic Role Profile:	Facilities
Salary Band:	Grade 3
Operational / Non Operational Role	Non operational
Vetting Level:	RV CTC
Reporting to:	Area Cleaning Coordinator
Specific Role Purpose:	To supervise the delivery of a cost effective and efficient internal cleaning service across the Police estate in accordance with approved service specifications, required standards and the appropriate use of resource. The role will provide effective day-to-day supervision of cleaning teams, promoting consistent service delivery and ensuring the estate is maintained to a high standard of cleanliness, providing a safe, clean, and suitable working environment for staff and visitors.
Key Responsibilities:	Daily supervision and utilisation of cleaning operatives and materials to ensure cleaning services are maintained to agreed levels, within a designated site or cluster of sites depending on size Complete regular quality assurance checks to ascertain cleaning standards are being met in line with key performance indicators (KPI's), and ensure corrective action is taken where standards fail. Maintain accurate stock control records of all cleaning materials and equipment, including regular updates of electric equipment inventories and to make all equipment available for annual PAT tests. Monitor service contracts under the responsibility of Facilities Services, including waste, laundry, washroom and window cleaning, and report back on service arrangements and performance of the service providers. Instruct cleaning operatives on the correct use of equipment and materials and

	safe working practices, to ensure they comply with BICSc Best Value guidelines and Health and Safety Regs. Report on all matters relating to staff attendance and performance, and complete documentation to support these matters. Ensure timely and accurate completion of relevant documentation as requested by line management, including Health and Safety info and risk assessments. Authorise cleaning operatives annual leave ensuring that vacant work schedules are covered, and record leave onto MyTime System Report faults and repairs to the Maintenance Helpdesk, or any Health and Safety matter to the relevant staff member for action. Manage meeting rooms and facilities to ensure that they are always ready for use with correct equipment and furniture Conduct Performance & Development Reviews with cleaning staff. Circulate verbal and written information to cleaning operatives and management to ensure communication channels remain open. Partake in regular team meetings, as necessary. Complete cleaning activities where there is a shortfall or where needed to ensure the service is delivered in full.

SPECIFIC COMPETENCIES REQUIRED FOR EFFECTIVE PERFORMANCE	
Knowledge & Experience *This section should detail the requirement of previous experiences and knowledge gained from academic qualifications if appropriate. e.g. significant experience of administrative duties, degree level educated.*	
Essential:	• To possess or be working towards a certificated qualification in Cleaning related services. • Previous experience of managing team of cleaners and prioritising workloads • Able to travel between police buildings as required. • Good attention to detail
Desirable:	• To undertake learning and development in order to perform other duties of same grade or graded at a higher level. • Health & Safety Qualification
Skills *This section should detail the competency requirement which could be developed through non formal training. e.g. effective time management, influencing and negotiating, effective communication including written and verbal.*	

Refer to skills database for core operational skills	
Essential:	• IT literate including use of Microsoft packages i.e. Outlook, Teams, Word and Excel • Ability to work independently, prioritise own workload and manage time effectively. • Excellent communication skills and be able to communicate clearly (written and verbal) and concisely with employees of all ranks, contractors, visitors and or anyone else interacting with the service.
Desirable:	• Ability to handle minor staff disagreements or performance issues calmly and constructively. • Ability to demonstrate cleaning techniques practically and build confidence in new team members

Hours of Work and Flexibility:	• Monday – Friday 07:00 – 15:00 • The post holder may be required to vary the normal hours of attendance and work on weekends or Bank/Public Holidays at the requirement of the service. • May include a weekend or evening roster to be single point of contact for cleaners working in an evening, Bank Holiday or Weekend – inclusion in standby Rota 1 weekend in 6 • Must be flexible to travel between sites.
Agile Work Style: (if applicable)	On-site

Restriction Level:	For staff roles relating to restriction levels only, e.g. DEO