

Cleaning Supervisor (Estates & Facilities)

What's the role?

Supervising a cleaning service and providing facilities support to ensure that our Curo Offices reflect our ambition to provide great places for our colleagues to work and our customers to visit us.

What will I have to do? I will...

Supervising

- Supervise 5 part time colleagues ensuring the workload is distributed fairly and all tasks are completed to the expected standard
- Accurately account for all materials used to always ensure adequate stock. Communicate with supplier to request quotes and ensure we receive the best pricing. Manage Purchase order process for orders. Distribute within the team
- Deliver effective performance management through a commitment to ensuring high quality team meetings, 1-1 discussions and personal development reviews.
- Quality Assurance (QA) – QA the standard of work provided by the team, feeding back to colleagues in 1 to 1 meetings and providing coaching for colleagues regarding improvements
- Monitor budget spending and provide information for forecasting budgets
- Providing cover of cleaning operatives for annual leave and sickness
- Provide relevant ongoing training & coaching, including Health & Safety briefings
- Responsible for identifying and arranging additional cleaning as required (i.e. deep clean of carpets/soft furnishing)
- Providing regular up-dates/feedback on cleaning programs and requirements to the Facilities manager
- Attend relevant training for role

Cleaning

- Undertake scheduled cleaning of Curo Offices ensuring that these areas are maintained in a hygienic, clean, and presentable condition.
- Undertake removal of waste and recycling
- Report any hazards and repairs
- Take care of all company property and equipment in accordance with procedures and ensure any property and equipment is not exposed to negligence leading to theft or damage.
- Take responsibility for my own health, safety, and well-being at work and of any other person who may be affected by work.
- Carry out a dynamic risk assessment of each job and work safely

Facilities

- Out of hours contact after 5pm, acting as point of contact for emergencies and complete role call if required
- Complete checks of car parking facilities, ensuring compliance with our requirements
- Undertake ad-hoc tasks as required by the facilities team

What do I need to be successful? I will...

- Have experience of working within caretaking, cleaning, facilities and or maintenance in a customer facing environment
- Evidence experience of managing a team
- Have excellent organisational skills and a methodical approach to work
- Demonstrate my ability to assess and make decisions for the benefit of the customer (colleagues)
- Demonstrate my ability to work well in a team environment and be supportive of others
- Evidence my ability to self-motivate, be organised and be committed to delivery against clearly defined targets.
- Demonstrate excellent interpersonal and communication skills.
- Show flexibility, reliability and punctuality and a willingness to learn and develop.

How will I evidence my success? I will...

- Get feedback from my colleagues, peers and my manager about my effectiveness in delivering my services, as well as how I deliver them and use this feedback to improve the services which I deliver.
- Demonstrate the services I have delivered with tangible results that show success.
- Successfully deliver my workload within time and budget constraints
- Demonstrate that I have delivered my services with tangible results that show success.
- Evidence that my work is fully compliant with legislative obligations e.g. Health & Safety requirements.
- Successfully meet the KPIs and objectives agreed for me.

Colleague Name: _____

Colleague Signature: _____

Date of Signature: _____