

DIRECTORATE OF ESTATES AND FACILITIES

FACILITIES

JOB DESCRIPTION – Cleaning Supervisor

TITLE:	Cleaning Supervisor
ACCOUNTABLE TO:	Cleaning Manager, Site Services
RESPONSIBLE FOR:	Cleaning

JOB PURPOSE

To provide the cleaning services, as part of the Site Services team in providing a high quality Team Leader within the cleaning service supplying the organisation's core services in terms of a comprehensive, professional and integrated cleaning service within the community premises. This role is a vital and essential element to healthcare safety and compliance with infection prevention and control standards.

Job objectives and responsibilities

- Monitor the cleaning services in accordance with training, throughout the hospital as assigned by their Manager.
- Ensures high standards of cleaning within both clinical and non-clinical areas of the hospital. All areas are to be cleaned to the prevailing standards.
- Responsible for own work prioritisation, output and quality;
- Works closely with various client facing roles and other stakeholders to execute their role effectively.
- Sets objectives and goals for the team and what the next steps/ priorities are to meet those goals.
To lead, motivate and direct Ward Assistant staff in the effective and efficient delivery of cleaning services
- Brings to the attention of the line manager any apparent deficiencies in systems of work or equipment provided that pose danger or risks to health and safety.
- Clean clinical & non-clinical areas (including sanitary areas and thoroughfares), ensuring the hospital is perceived as clean from the moment of entry.
- Carries out ad-hoc tasks as required by their supervisor to ensure the hospital remains contractually compliant
- Responsible for identifying any identified performance or capability issue of accountable staff,

- managing and/or escalating to line manager;
- Provides a great level of customer service to all patients, staff and various stakeholders

Main duties

- Provide excellent customer service to patient's and colleagues throughout the Trust
- Uses cleaning products carefully, and in line with instructions and provided training,
- Looks after equipment, keeping it clean, well maintained and is a safe working order
- Reports any safety deficiencies, incidents, near misses, ill health and environmental incidents to their manager.
- Complies with standards as set up in the company procedures and through training delivered.
- Ability to carry out cleaning task including some moving of stores /equipment
- Able to engage support and motivate and inspire teams to deliver the cleaning service.
- Ensures that all times they comply with the NHS colour coding system
- Has full knowledge and understanding of the designated cleaning area, including the agreed work to be carried out and time allocated to their area.
- To monitor standards of cleanliness and supervise the daily cleaning schedules within the hospital.
- Work closely and support eRoster Coordinator, to ensure annual leave and absence is covered effectively
- Effectively cleans clinical / non-clinical and sanitary areas within the allocated area of the hospital using the correct tools and equipment. All areas to be cleaned to the prevailing standards.
- Undertakes additional duties as required by their supervisor in line with capabilities.
- Communicates effectively with all the teams to ensure there is a seamless way of working across the contract.

Person Specification

KEY: Application form = A Interview = I References = R Skills test = S

	Essential	Desirable	Method of Assessment
Qualifications and Training	Basic understanding or a willingness to complete appropriate qualification and training which includes:	BICSc Qualification / NVQ Level 2 or equivalent	AIR

	<ul style="list-style-type: none"> • Knowledge of cleaning procedures • COSHH Procedures • Infection and Prevention Control 		
Experience	<p>Able to read, write and converse in English</p> <p>Able to understand and following written and verbal instructions</p> <p>Effective oral and written communication skills</p> <p>Proven supervisory skills</p>	<p>Experience of working in cleaning industry</p> <p>Experience of managing sickness absence, conducting staff appraisals and performance management</p>	AI
Knowledge and Skills	<p>Good basic education which includes reading and writing and basic numeric skills</p>		AI
Personal Attributes	<p>Maintains a smart, professional and hygienic appearance.</p> <p>Positive can do attitude</p> <p>Good customer service skills</p> <p>Able to engage, support, motivate and inspire teams</p>		AI
Other relevant requirements	<p>To complete role following training policies including but not limited to BICS, Manual Handling, Health and Safety</p> <p>Ability to liaise with a wide range of levels of staff within the Trust.</p>		AI

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