Job Summary

Job Title: Cleaning Co-ordinator
Grade: 3
Salary: £17,682 - £19,612 per annum
Department: Division of Estates and Campus Services
Hours/Contract: Full time (35 hours) permanent
Job Reference: 897

Role Purpose

To lead, supervise and deploy a team of Cleaners to deliver a quality cleaning service in support of staff and students across the University including satellite buildings.

To assist and support the Portering and Cleaning Services (PACS) Management Team in the delivery of a cleaning service throughout the University. This will include responsibility for quality; timely delivery of services; use of technical knowledge; reporting of outputs and other relevant management information to PACS Management Team; informal dynamic risk assessment of tasks undertaken by Team and training of Team Members.

Resources Managed

Team of Cleaners (up to 20)
Ordering of cleaning materials (up to approximately £10,000 per annum)

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<tr>
<th>Principal Responsibilities</th>
<th>% Time</th>
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<td>Responsible for ensuring delivery of a cleaning service both in terms of quality and timescale by planning work, allocating tasks, scheduling resources and using initiative to resolve problems, referring matters upwards if necessary. The scheduling of the work will include assessing safe methods of work and selection of tools/chemicals and equipment relevant to task.</td>
<td>20%</td>
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<td>Maintain records and provide accurate data regarding service outputs of the Team. Audit work of Teams to meet agreed service standards.</td>
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<tr>
<td>Responsible for day to day supervision of the Team (12-20 staff), including appraisal and review of Team Members with setting goals, monitoring performance and providing ‘on the job’ training.</td>
<td>20%</td>
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Job Summary

- Identify and deliver instructions, training and guidance that develops Team Members which contributes to the smooth running of the cleaning function.
- Allocate staff and overtime, resolve staffing issues and monitor sickness. Ensure personal information is handled appropriately, in accordance with data protection guidance.
- Attend Team Meetings, liaise and co-operate with fellow Cleaning Co-ordinators and Customer Care and Quality Supervisors to enable the Section to support the University’s requirements for the day and at short notice.
- Identify and analyse incidents and activities to provide short written reports to PACS Management Team regarding incidents that have occurred, actions taken to resolve and prevent reoccurrence.
- Ensure all duties performed by self or others within Team are carried out with due regard to University or departmental policies such as Health and Safety Risk Assessments/COSHH, Harassment, Race Equality, Data Protection and respecting confidentiality. Comply with relevant risk assessments or other health and safety documentation for role. Carry out dynamic risk assessments if necessary to maintain the safety of the community.
- Any other duties, appropriate to grade, which may be assigned from time to time.

Internal and External Relationships

- Customer Care and Quality Supervisors to enable best use of resources across area of work and the University as a whole.
- Contact with University staff, students and visitors whilst performing cleaning duties, responding to requests and resolving problems and ascertaining customer requirements.
- Contact with PACS Management to enable delivery of PACS service.

Planning and Organising

- To plan own day to day activities to achieve the delivery of a cleaning service for staff, students and buildings of the University.
Job Summary

- Plan resource requirements across the working area within the resources available and offering assistance to other Teams as necessary. Plan day to day activities, responding to the needs of the day.

- To lead and direct cleaners to meet the requirements of the day.

Qualifications, Knowledge and Experience

**Essential**

- Experience of directing a team*
- Previous experience of a customer focused service delivery*
- Can demonstrate by previous experience the ability to work as part of a team to deliver a service whilst being able to work independently of others.
- Basic computer skills including use of Microsoft Word*, Outlook* and Excel
- Understanding of Health and Safety issues, including COSHH and Risk Assessments (preparation and use)*

**Desirable**

- First Aid certificate
- Experience in a similar role
- Can show an ability of developing others in their role
- Understanding of the use of risk assessments in decision making
- ILM Team Leading
- British Institute of Cleaning Science COPC Level 2 and Assessor

Skills, Abilities and Competencies

**Essential**

- The resolution of staffing issues will require excellent interpersonal and motivational skills
- Ability to prioritise and plan own and others workloads*
- Ability to use own initiative and able to demonstrate experience of this*
- Good verbal and written communication skills*

**Desirable**

- Able to conduct annual staff appraisals
Job Summary

- Ability to focus a team on achieving a long term objectives, whilst ensuring day to day service is provided

*Criteria to be used in shortlisting candidates for interview*

**Contract Information and Working Hours**

2 posts available

**Shifts as follows: Earlies and Middles on rotational basis**

6:00 am to 2:00 pm Monday to Sunday (5 from 7 contract) and flexibility with shift patterns as and when required.

1pm to 9pm Monday to Sunday (5 from 7 contract) and flexibility with shift patterns as and when required.

All the above requires a 5 from 7 Monday to Sunday contract and flexibility with their shift patterns as and when required.

**VITAL**

The University encourages all staff to live our VITAL values which are: Valuing People, Innovators, Together, Accountable, Leaders.

**Equality and Diversity**

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.