



Job description	
Job title	Facilities Supervisor
Grade	Grade D (SCP 5-6) - £23,500-£23,893
Directorate	Communities & Neighbourhoods
Section/team	Commercial Services
Accountable to	Contract Manager
Responsible for	Cleaning Services
Date reviewed	July 2024

Purpose of the Job

To be responsible for the effective, efficient and professional delivery of cleaning services to Halewood Academy and other designated buildings having regard to agreed quality standards, performance targets and budgets

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

MAIN DUTIES AND RESPONSIBILITIES

Supervision

To be responsible for the day to day supervision of all building cleaning staff ensuring that they are well organised, informed and motivated to provide a high quality cleaning service which meets customer expectations and performance targets by;

Supervising cleaning staff to ensure strict compliance with the service specification and agreed working practices which meet legislative and performance standards.

Ensuring that all building cleaning staff are compliant with relevant health and safety legislation and operate in accordance with safe systems of work and risk assessments.



Completing time sheets, additional hour's forms and managing time books as appropriate.

Being the first point of contact for staff reporting absence.

Contributing positively to the management of staff sickness / absence through timely completion of return to work interviews, completion and submission of relevant documentation and inputting / maintenance of sickness / absence records on the Councils management information systems.

Motivating colleagues providing building cleaning services through effective communication of performance and quality standards, systems of work and other relevant information, highlighting at all times the important contribution being made by frontline staff.

Participating in staff induction, training programme's, job chats or any other communications / learning and development forums as directed by the Contract Manager or Operational Development Manager.

Service Quality and Performance

To ensure that the Building Cleaning Service is delivered in accordance with agreed specification and consistently meets agreed performance and quality standards by;

Ensuring that all work is carried out to standards specified in relevant working procedures / schedules, management instructions, waste collection practices and other relevant documentation.

Ensuring that agreed performance / productivity targets are met.

Holding direct reports accountable for satisfactory completion of agreed tasks.

Ensuring that all relevant operational and performance data is reported in a timely manner.

Conducting quality of work spot checks as required.

Providing clear / accurate information as requested to Contract Managers

Maintaining excellent customer communications and relationships.

Ensuring that appropriate stock levels of cleaning materials and associated equipment are monitored, maintained and controlled at all times.

Ensuring that equipment is maintained in good working order and replaced as required when beyond economic repair.



Participating in training and development activities as required.

To work with colleagues to ensure achievement of the Service Plan objectives / targets.

To participate in Performance, Review and Development appraisals and contribute to the identification of the post holders and team development needs.

To maintain an awareness of and commitment to the Council's Equal Opportunity Policy in relation to both employment practice and service delivery.

To carry out other duties and responsibilities commensurate with the grade which will assist the Facilities & Waste Management Service in meeting its business objectives and commitment to our customers.

Training to be undertaken if not already achieved

Cleaning induction

Health and Safety Training

Manual Handling and Lifting Awareness

Control of Substances Hazardous to Health (C.O.S.H.H)

Relevant equipment chemical training

Quality Assurance

Ensure compliance with the Quality Assurance standard of the sector.

Ensure all complaints are investigated within the policies and procedures.

Ensure work is completed in specified timescales.

Ensure stock rotation procedures are carried out and conduct monthly stock takes.

To promote the service in the line with the departments Best Value Improvement Plan.

Health and Safety

Ensure compliance with corporate policies and procedures including but not limited to Equal Opportunities.

To work at all time in a manner that will ensure their own personal safety and that of others, including reporting of identified hazards.



To ensure suitable and sufficient risk assessments are carried out taking into account employees capabilities.

To use equipment as instructed and trained.

To wear PPE provided at all times.

To inform management of any health and safety issues which may place individuals in danger.

Implementing all safe systems of work and risk assessment and ensuring that appropriate 'tool box talks' are provided to all staff delivering building cleaning services.

Ensuring that all staff participate in appropriate training and development activities.

Ensuring that all accidents are reported in the accident book in line with agreed procedure.

Positively promoting safety in the workplace by example.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.