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**Job Description**

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| **Job title:** | **Supervisor - Cleaning Portering Internal Support** |
| **Department:** | **Estates** |
| **Grade:** | **3** |
| **Location:** | **Claverton Campus** |

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| **Job purpose** |
| To provide an effective and efficient customer focused cleaning and portering service that fits the students, University and visitors’ needs. This will be achieved by ensuring day to day Supervision of the cleaners/porters within a designated area, whilst ensuring all duties are carried out in accordance with the University of Bath policies and procedures.The role requires someone who takes a ‘hands on’ approach whilst being capable of communicating well across all levels of University staff, students and visitors.The role includes a specific responsibility to support a member of staff with a learning disability to enable them to work safely and effectively.  |

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| **Source and nature of management provided**  |
| This post reports to a Facilities Manager who maintains daily contact with the post holder for general guidance and planning. |

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| **Staff management responsibility** |
| You will be required to support and work alongside a member of staff with learning difficulties as part of your daily work schedule. Therefore the supervisory duties and responsibilities of the role will apply to the support of an individual rather than a team. |

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| **Special conditions**  |
| The post holder, due to the nature of the work, will need to be able to lift and carry a reasonable amount of weight.A uniform and footwear will be provided and must be worn, personal protective equipment and training will be provided as appropriate to the post.Hours of work: 11am until 3pm Monday to Friday. Initially on a fixed term of 6 months. As the role has specific support and supervision of a vulnerable adult the job holder will require a DBS check. |

| **Main duties and responsibilities**  |
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| **1** | The post-holder will be based at the University of Bath’s Claverton Campus, where they will carry out the duties of a working supervisor and will supervise a team of cleaners/porters within a designated group of buildings. (All post-holders should note that they could be requested to change work area at any time). You will be required to support and work alongside a member of staff with learning difficulties as part of your daily work schedule. |
| **2** | To assist the Facilities Manager to ensure adequate data is collected to measure the Key Performance Indicators (KPIs) for the specified cleanings/porters’ teams and measure and report against the Service Level Descriptions (SLD). |
| **3** | To assist with the induction and training of new staff (including temporary vacation staff) and identifying the need for both personal and team training development, including demonstrating to staff how to achieve appropriate service standards. |
| **4** | To assist with regular checks and audits to ensure the Service Level Descriptions are maintained by both cleaning staff and building users.  |
| **5** | Maintain regular contact with the appropriate Heads of Department, designated persons and key users of the buildings under their responsibility (at least once per month). As such ensuring a clear understanding of:* The current building’s hours of use, activities and cleaning and portering needs, e.g. set ups for examinations and open days.
* Future events and their impact on the cleaning/portering team.
* Any problems in the cleaning and portering performance against SLDs.
* Any changes that are planned for the building, or by the departments, and hence anticipating how the cleaning/portering team may need to change.

Ensuring actions taken to improve any areas of concern |
| **6** | Ensure the cleaning/portering service is in accordance with the Department of Estates’ ISO9001 procedures |
| **7** | To assist the Facilities Manager with the control of stores, assisting with regular stock taking of cleaning materials, and being responsible for the issuing and recording of cleaning supplies allocated to team staff. |
| **8** | To assist the Facilities Manager to ensure all staff briefed on key events/news within the University and the Department of Estates, and their performance against the SLDs. |
| **9** | To assist the Facilities Manager to maintain accurate records of all staff’s training, holidays, sickness, time keeping etc. Using these records ensure that the Facilities Team Manager is kept fully briefed on key information. |
| **10** | Assist with the coaching, training and development of all cleaning/portering staff within their team. Assist the Facilities Manager to ensure that any new member of staff goes through the University of Bath & Department of Estates’ ‘Induction Process’ and receives the appropriate support (i.e. buddying) during their probation period. As Team Supervisor provide comments on, individual’s performance at three months, and at the end of their probation review. If necessary, then recommend an extension to probation and a further review at the end of that extension |
| **11** | To assist the Facilities Manager to ensure that all staff within their team have the correct ‘Personal Protective Equipment’ (PPE) and if required arrange for replacements, including themselves. |
| **12** | Ensure all equipment is maintained in good condition, faulty equipment is removed from service immediately and repairs organised with the Facilities Team Manager (or his nominee). |
| **13** | Monitor and administer chemical and material to ensure effective and economic use. Ensure chemicals are used in accordance with manufactures recommendations and practices and ensure cleaning materials and chemicals are stored safely. |
| **14** | To attend training courses as required and to assist the Facilities Manager with the continuing development of staff, through assessment of needs and a robust Staff Development Review programme.  |
| **15** | To assist the Facilities Manager by carrying out assessment of training needs of staff and ensuring that all work carried out by direct labour, or contract labour, is in compliance with all health and safety requirements. This also includes monitoring and reviewing of existing health and safety procedures, preparation of risk assessments and method statements. |
| **16** | Reporting all accidents and incidents promptly, and ensuring adequate investigations are carried out and reported. |
| **17** | To assist the Facilities Manager to manage and monitor all overtime within the team to ensure overtime is divided equally throughout the team |
| **18** | The post-holder will assist the Facilities Manager to ensure that the correct paperwork is in place for all rechargeable work requests, and work with Facilities Team Manager to sort out any problems. |
| **19** | Be familiar with the required care standards regulations governing your job. |
| **20** | Maintain polite and good communication with your colleagues and staff at all times, and respond appropriately to resolve customer enquiries by email, telephone or face to face. |
| **21** | Direction of visitors and dealing with general enquiries. |
| **22** | Attend job related (included waste management courses) and health and safety training course and staff team meetings. |
| **23** | Ensuring that as part of your duties you minimise energy consumption, e.g. water and electricity, and maximise the recycling opportunities for waste and you attend training course on environmental awareness as and when required. |
| You will be encouraged to actively promote energy saving measures to colleagues whilst at the same time minimising your own environmental impact, using resources with minimum waste and increased recycling. |
| You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.  |

**Person Specification**

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| **Criteria** | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| NVQ2 or BTEC in Cleaning (training provided if not already taken) |  | ✓ |
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| Obtain qualifications in Health and safety Management, Managing and Leadership, ISO9001 and any others deemed necessary (if not already obtained) to enable the role of acting Facilities Manager to be fully fulfilled |  | ✓ |
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| NVQ2 in Care |  | ✓ |
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| Good level of numeracy and literacy both in spoken and written English language | ✓ |  |
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| Have a basic level of computer literacy.­­­ | ✓ |  |
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| **Experience and Knowledge** |  |  |
| Understanding of basic Health and Safety and COSHH requirements commensurate to the post  | ✓ |  |
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| Previously worked in a physically demanding position and able to demonstrate a reasonable level of fitness | ✓ |  |
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| Experience in using, computer systems, delivery of good customer service and how Health and Safety can be implemented in the workplace | ✓ |  |
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| Minimum 6 months of experience in working with adults who have learning/multiple disabilities living in the community | ✓ |  |
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| An understanding of the needs of adults with learning disabilities who are vulnerable within society | ✓ |  |
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| Experience of providing care to people with learning disabilities | ✓ |  |
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| **Skills**  |  |  |
| Experience in a similar role | ✓ |  |
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| Adopt a responsive/flexible approach whilst being able to deal with students, all staff and the general public. Also ensuring all communication skills are clear and concise | ✓ |  |
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| Ability to work as a team player | ✓ |  |
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| **Attributes** |   |  |
| Good customer service skills and ability to communicate with staff, students and visitors at all levels | ✓ |  |
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| Demonstrate the ability to be flexible in working alone and on own initiative as well as integrate within a teamSmart appearance - a uniform and safety shoes will be provided and must be worn. | ✓✓ |  |
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| Show a willingness and enthusiasm to add value to the operation | ✓ |  |
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| Able to work additional hours when required |  | ✓ |
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| **Effective Behaviours Framework**The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously.  |
| **Managing self and personal skills:**Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.  |
| **Delivering excellent service:**Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.  |
| **Finding innovative solutions:**Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.  |
| **Embracing change:**Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.  |
| **Using resources:**Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University. |
| **Engaging with the big picture:**Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.  |
| **Developing self and others:**Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.  |
| **Working with people:**Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.   |
| **Achieving results:**Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.  |