

Cleaning Chargehand



Role Description

GRADE

Grade 3

LOCATION

Role holders may be asked to change location from time to time to meet service needs and may be required to visit other campuses regularly.

LINE MANAGER

Cleaning Supervisor

Role Summary

Responsible for ensuring that cleaning is of a consistent high standard on campus (internal and external).

Supporting the Cleaning Supervisor in the efficient and effective delivery of Cleaning and Welfare provision and associated services across Campus and Residency buildings.

Line Management Responsibility for:

This role does not have any line management responsibilities currently, although will be required to oversee and allocate the work of Cleaning Assistants during their shift and monitor accordingly and take remedial action as appropriate.



Main Duties and Responsibilities

- Ensure a safe and hygienic work environment for staff, students and visitors to the University. Ensure cleanliness is of a high standard across your working areas.
- Ensure all Cleaning and associated welfare services are delivered within set Service Level Agreements (SLA) requirements focusing on, student experience, staff welfare, cost and agreed timeframes.
- Present at all times to deliver a positive customer experience and ensuring team members are also delivering a consistent service to customers in line with values and behaviours.
- Undertake regular routine inspections of service delivery and undertake appropriate remedial action as required.
- Responsible for issue, reconciliation and safe keeping of all stock and keys.
- Provide necessary administration to support Cleaning Supervisor in ensuring effective delivery of the cleaning and welfare provision across the Campus when on shift responsible for staff members and assessing time keeping and the monitoring of performance, sickness and other absence in accordance with HR policies and procedures.
- Ensure necessary on-job training is given to cleaning staff to ensure H&S, COSHH and safe practices of work. Including associated recording of training and risk assessments.
- Ensure any issues that may arise across the campus including any Property & Facilities related queries are communicated to Helpdesk and Cleaning Supervisor, in a timely manner.
- Any other duties as requested by the Cleaning Supervisor or Campus Manager.
- Role model the University's values & behaviours.
- Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with all applicable legislation, codes and policies e.g. [Data Protection](#), [Information Security](#) and [Records Management](#).

PERSON SPECIFICATION

ESSENTIAL DESIRABLE

Education / Qualifications

• ILM level 2 qualification or equivalent.	✓	
• IOSH Managing Safely.	✓	
• COSHH training.	✓	
• Risk Assessment Training.	✓	
• ILM level 3.		✓
• Member of BICS or other cleaning qualification.		✓

Skills / Experience

• Demonstrable practical experience of supervising a high performing cleaning team.	✓	
• Proven and demonstrable experience within Cleaning and Welfare Services of achieving optimum performance levels.	✓	
• Experience of supervising staff and utilising associated HR policies and procedures.	✓	
• Knowledge of all statutory and regulatory obligations in relation to cleaning.	✓	
• Proven strong oral and written communication skills.	✓	
• A commitment to customer service and motivating teams to deliver consistent high standards.	✓	
• Experience of HE/FE sector.		✓
• Ability to motivate teams to deliver on KPI's.		✓
• Use of electronic systems to monitor cleaning.		✓
• Experience of Stakeholder Management.		✓