

Cleaning Supervisor

Hours: 40 hours per week. 7am-3:30pm Monday-Friday. Occasional evening work required.
£11.50 per hour



Key Responsibilities:

The main areas of accountability and personal specification for the position are detailed below:

- To support and assist your Site / Account Manager in their duties.
- To ensure cleaners are trained and records are maintained effectively.
- To ensure any site regulations and Company policies are adhered too.
- Liaising with customer/client as and when required.
- Undertake own cleaning duties, and cover cleaning, as and when required.
- To supervise employees to ensure specified cleaning and work standards are maintained at all times, highlighting any issues to the Site / Account Manager. Liaise with Site / Account Manager to ensure that the correct cleaning materials and equipment are used.
- Welcome and Induct and train new/relief cleaners ensuring they understand their roles and complete training records to ensure accurate & up to date
- Check attendance and time-keeping of employees; notify Site / Account Manager immediately of relief requirements and of any failures to adhere to Company/Region reporting procedure.
- Ensure all staff wears the correct company uniform, are polite and represent Churchill in a positive manner.
- Inform Account Manager immediately of any vacancies and provide support in appointing cleaners.
- On a daily basis update and check site communications book, and take action as requested.
- On a weekly basis complete & submit required paperwork on time, i.e. timesheets
- Order cleaning materials, and ensure they are available on site in the appropriate location.
- Supervise and co-ordinate periodic project work (if applicable) and any additional work that has been quoted and agreed as required by the client.
- Assist (as required) monthly quality audits and takes corrective action as necessary.
- Ensure you are aware and understand the site folders, and that it is up to date
- Assist and support the Site /Account Manager in their duties and undertake any additional duties.
- Undertake training as necessary and appropriate.
- Any other reasonable request/duties as required by the client/company

Health and Safety

- To take reasonable care of your own health and safety
- To take reasonable care not to put other people - fellow employees and members of the public - at risk by what you do or don't do in the course of your work
- Not to interfere with or misuse anything that's been provided for your health, safety or welfare

- To report any injuries, strains or illnesses you suffer as a result of doing your work activity
- To inform Churchill if something happens that might affect your ability to work, like becoming pregnant or suffering an injury.
- If you drive or operate machinery, you have a responsibility to tell Churchill if you take medication may have an impact on your safety and that of others ie drowsiness, confusion, sight / hearing impairment etc.
- To co-operate with Churchill, ensuring that you receive training to enable you to undertake work activities in a safe manner. Should you identify the need for further training, or are concerned for your safety you must inform Churchill.
- To ensure that you understand and work to all Churchill's training, safe working practices and Health and Safety policies.
- To ensure that staff are provided with a quality induction that offers such information, instruction, supervision and training to enable them to safely carry out their duties for Churchill
- To facilitate the communication process and to provide feedback as necessary and appropriate
- To make sure that all equipment within their control is serviced and maintained in a safe condition.
- To ensure that a staff member who is an expectant mother is advised to their line manager for an appropriate risk assessment pertinent to the activities which she performs to be carried out
- To ensure that accidents, incidents and ill-health arising out of work are reported and recorded
- To make sure that work areas are regularly inspected and monitored for unsafe conditions.
- To ensure that any sub-contractors employed by Churchill on a site for which you are responsible have the correct method statement and risk assessment for the activity/duty that they are performing on our behalf.
- That health and safety arrangements are regularly monitored and reviewed with their line manager for effectiveness.
- To ensure that all of Churchill's policies regarding safety are implemented
- Inform Site /Area Manager immediately of any non-compliance, or issues.
- Be fully aware of individual and reporting staff's responsibilities in regard to the Company's Health and Safety Policy Statement
- Inform Site/Account Manager immediately of any accidents at work and complete paperwork.
- To be responsible for the safe use and care of equipment and materials and wear appropriate protective clothing as supplied.

Person specification:

You will demonstrate, amongst other things, your ability in the following:

- To contribute to the development and implementation of the overall ethos/work/aims of Churchill
- To work in accordance with Churchill's policies
- Live within commuting distance of the site and able to travel to other local sites as requested by the account manager
- Able and willing to work unsocial hours as necessary.
- Compliance with Safety requirements for operatives.
- Maintain effective and professional relationships with other team members and customer.
- Previous Supervisory experience preferably within the Cleaning industry, however, not essential.
- Experienced in providing exceptional customer service.
- Demonstrates and able to use own initiative.
- Able to multi-task with a methodical approach with an ability to work under pressure
- Willing to work independently or as part of a team.
- Able to be enthusiastic in building relationships and to effectively liaise with clients and colleagues alike.
- Able to train and coach employees both formally and informally.
- Working knowledge of Health and Safety systems in the cleaning industry.
- Able to identify own needs, request training and using available work-based resources for self- development
- Able to lift and carry heavy equipment, furniture, rubbish
- Able to wear personal protective equipment as supplied
- An effective communicator with a good understanding and speaking of English
- Able to plan and prioritise workload to ensure objectives are achieved on time
- Able to identify problems and take appropriate action where necessary to resolve
- Able to follow instructions on the use of cleaning materials and machinery
- Able to attain a consistent standard of service in cleaning duties
- Able to adhere to manual handling and health and safety regulations as required
- Flexible approach to work
- Appreciates that projects need to be completed, effective and efficient Time management of self and duties
- Uses judgement to know when to ask for help and guidance
- Takes responsibility for own work and demonstrates initiative
- Records information accurately and pays attention to detail