

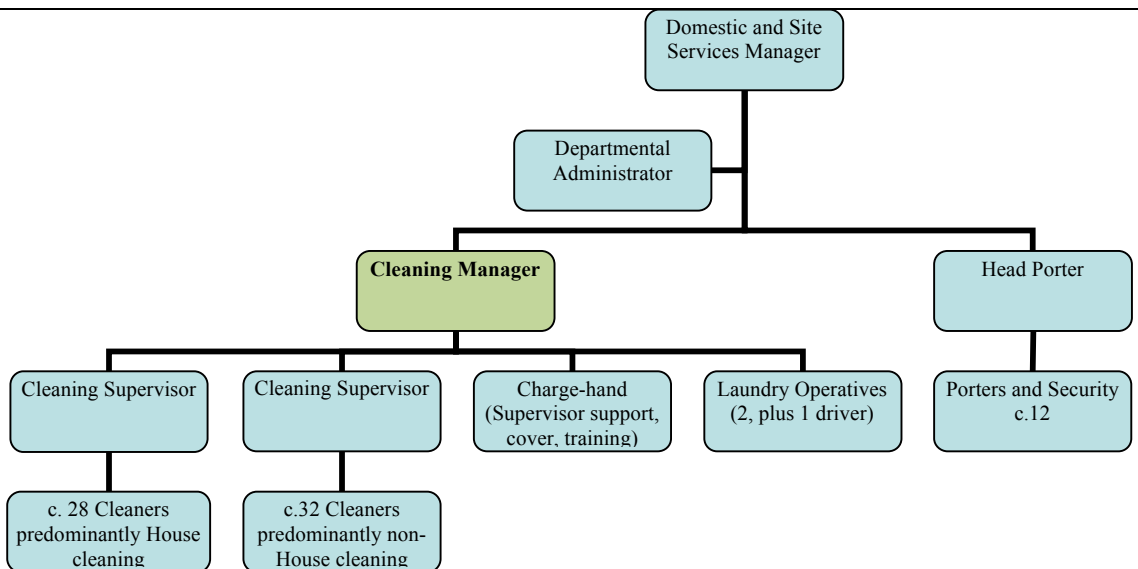


## JOB DESCRIPTION

Job Title	Cleaning Manager
Responsible to	Domestic and Site Services Manager
Department	Domestic Services
Function	Support
Purpose of job and primary objectives	<p>To oversee the cleaning of all College buildings, which are approximately 50 in number and Victorian, requiring sympathetic staff to maintain them to high standards in a busy school environment. This includes residential Boarding Houses, Day Houses, the main site Sports Centre and our sports complex at Beggars Bush, Chapel, classrooms, laboratories, offices, and communal areas such as stairs, corridors and landings, ensuring all areas and domestic facilities are clean and ready for use on a daily basis.</p> <p>Reporting directly to the Domestic and Site Services Manager, with the assistance of the Cleaning Supervisors and responsible for c.60 Cleaning Operatives plus the delivery of a laundry service, the Cleaning Manager ensures that high standards of cleanliness are delivered at all times. Domestic Services operate seven days a week all year round including during school holidays when residential courses utilise the facilities.</p>
Main Duties	<ol style="list-style-type: none"> <li>1. Co-ordinate, direct and monitor the cleaning operatives in their duties of dusting, sweeping, mopping and vacuuming, cleaning walls, floors, furniture and fittings by use of manual and electrically powered tools and equipment. Effective instruction and management of Supervisors, Charge-hand, Cleaning and Laundry Operatives to ensure delivery of the operation covering all required areas of the College on a daily basis.</li> <li>2. Regular visits to buildings across our site to monitor standards of cleanliness, to establish and implement ways to improve and meet the evolving domestic needs of the College.</li> <li>3. Plan and deliver schedules for more specific needs such as a deep clean timetable fully utilising quieter periods, mass bed-linen changes at peak residential course attendance times, and provision for special events such as parents' evenings and wedding functions.</li> <li>4. Recruit (regular interview and selection processes supported by HR), induct and train new staff in accordance with school processes relating to child protection and safeguarding, and equality requirements for this diverse department largely resourced by part-time workers on early morning or day-time shifts.</li> <li>5. Provide training to new staff in relation to expected standards and quality of general cleaning, and Health and Safety requirements, particularly regarding the operation of equipment, manual handling and COSHH.</li> <li>6. Produce accurate and well planned Health and Safety risk assessments documenting safe systems of work for use throughout the College by all Cleaning and Laundry staff.</li> <li>7. Set and monitor appropriate performance objectives and standards for staff, conducting probation review and appraisals and dealing with staff discipline issues appropriately, through timely interviews and investigation, referring to the Domestic and Site Services Manager and HR department for support.</li> <li>8. Monitor working time, working with the Departmental Administrator to ensure that overtime and casual-worker timesheets are completed correctly, meeting payroll deadlines.</li> </ol>

9. Obtain and use a good working knowledge of the department's time and attendance system in order to monitor this for all Cleaning and Laundry staff.
10. Monitor and manage staff absence and turnover, ensuring flexible cover can be arranged at short notice, and promoting good staff attendance at all times through appropriate absence management techniques including home visits, return-to-work meetings and appropriate interviewing and investigation of absence issues.
11. Maintain supplies of cleaning materials and equipment, keeping check of what will be required and placing orders to maintain stock levels.
12. In liaison with others including the Purchasing Manager and suppliers, test new products and equipment and obtain best value on purchases.
13. Ensure facilities such as toilets and bathrooms are cleaned and checked so that they are maintained to a high standard and equipped with appropriate toiletries and sanitary products.
14. Liaise with the Works department reporting any defects in a timely manner and advising on adopting building materials which will benefit the cleaning regime.
15. Oversee the servicing and maintenance of cleaning and laundry equipment.
16. Ensure staff maintain equipment that is clean and fit for purpose, e.g. cloths, dusters and mop heads, arranging for replacements as needed.
17. Manage, and seek out improved solutions for, any domestic services needs that may arise, such as dry cleaning, or carpet and curtain cleaning.
18. Understand the needs of, and build excellent relationships with College personnel including House Masters/Mistresses, Matrons, teaching staff, Heads of School and administrative staff, promoting an attractive College and the good reputation of the Domestic Services department.
19. Maintain awareness of, and work within, budgets for staff and equipment.
20. Communicate with staff at all levels appropriately, including having team briefings and passing on information and news to Cleaning and Laundry staff verbally, in person, on the telephone, and with memos or posters; and in writing or by email to other College departments. Take and keep appropriate notes of discussions, meetings and actions, in order to be able to review progress.
21. In liaison with the Head Porter and Domestic and Site Services Manager, ensure keyholder cleaning staff understand and follow security procedures, locking up when work is completed and reporting any breaches of security.

Organisational structure



Supervisory and managerial responsibilities	Reporting directly to the Domestic and Site Services Manager, and with the support of the Departmental Administrator.  Line management of all cleaning and laundry staff (c.60 in number), with the assistance of Supervisors (currently 2) and Charge-hand (currently 1).
Other responsibilities	Availability and flexibility with regards to observing and managing operations on a site that operates 24 hours a day, 7 days a week. To work approximately 40 hours a week as required, including some weekends. (Working hours will be within Working Time Regulations).
Knowledge and skills required	<ul style="list-style-type: none"> <li>• Knowledge and experience of cleaning operations on a significant scale.</li> <li>• Ability to work on own initiative as well as part of a team.</li> <li>• Experience of managing a large and busy team.</li> <li>• Ability to delegate to appropriately, and develop the Supervisors and Charge-hand.</li> <li>• Able to engage and influence staff to prioritise, reschedule and show flexibility in carrying out work in light of changing College needs or due to absence or turnover.</li> <li>• Strong organisation, prioritisation and communication skills, able to work within time constraints and prioritise tasks according to the needs of the College.</li> <li>• Awareness and understanding of Health and Safety standards.</li> <li>• Ability to provide training and guidance to staff on standards, in particular COSHH.</li> <li>• Able to use standard IT packages – Microsoft Outlook, Word and Excel – as well as capacity to learn and fully utilise the departmental time and attendance system.</li> <li>• Awareness, and ability to work well within, a diverse workforce.</li> </ul>
Education	<ul style="list-style-type: none"> <li>• Educated to secondary level.</li> <li>• Good basic standard of literacy and numeracy in order to support communication in a diverse environment, and understanding of time, attendance and budget figures.</li> <li>• Certificates, qualification or training in relevant areas of Health and Safety – in particular COSHH but also general risk assessment, manual handling and first aid – would be advantageous.</li> <li>• Recognised training certificate or qualification in delivering training to others, particularly in Health and Safety such as COSHH, would be advantageous.</li> </ul>
Special working conditions	The College operates a smoking policy under which, except for a restricted number of designated areas, smoking is not permitted in public areas, teaching or working areas within its buildings.

This job description is a brief and concise description of the above job.

Date                    January 2012

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Approved by         .....