

Job Description & Person Specification



Job Title	Supervisor/Cleaning Operative
Division/Location	City Hall, Norwich – Part Time
Reporting to	Cleaning and Technical Operations Manager
Weekly Hours	12.5 hours per week (Monday – Friday 06:30 – 09:00)
Grade/Salary	£9.11 p/h

Job Description	
The Role:	
To carry out cleaning and supervisory duties, ensuring that the necessary standards are met and operating in line with the Client and Norse Policies and Procedures. Areas of cleaning include offices, toilets and kitchen areas.	
Main Responsibilities	
<ul style="list-style-type: none"> • To supervise and be part of a cleaning team in maintaining all areas to a set standard. • Working under and following instructions from the cleaning management team. • Manage and monitor standards of performance and quality of cleaning. • Liaise with client on-site. • Maintain stock control. • Complete timesheets daily. • Report faulty machinery to Management Team. • Report any cleaning difficulties to Management Team. • Comply with Health & Safety regulations and abide by the Health & Safety training provided. 	
Other Duties	
The duties listed are not exhaustive and may be varied therefore the post holder will be expected to undertake other duties as appropriate to the role and as requested by his/her line manager.	

Our Values

You will be expected to promote and adhere to the workplace values of our organisation:

Quality – We will focus on the delivery of high standards in all that we do.

Innovation – We will have the courage and commitment to embrace new ideas and support different ways of working to ensure our services are delivered in the most effective way possible.

Respect – We will aim to listen and fully understand what is required of us by the people, organisations and communities with which we work.

Trust – We will be transparent, accountable and take ownership of our responsibilities.

Approval/Review Date			
Approved by Operations Director:		Date	
		:	
Approved by HR Director:		Date	
		:	

Person Specification			
Category	Requirement	Essential or Desirable	Assessment Method Application Form (AF) Interview (I) Test(T)
Qualifications/ Knowledge/ Training	Knowledge of Health & Safety Requirements	Desirable	AF/I
Experience	Previous experience in a similar role.	Essential	AF/I
	Previous cleaning experience.	Essential	AF/I
Skills/Abilities	Excellent communicator, able to understand verbal and written instructions.	Essential	AF/I
	Able to work as part of a team.	Essential	AF/I
	Excellent attention to detail.	Essential	AF/I
	Dependable with good timekeeping and attendance.	Essential	AF/I
Other Requirements			

General
<p>Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.</p> <p>It is the individual's responsibility to take reasonable care for the Health, Safety and Welfare of themselves and others in accordance with the Health & Safety at Work Act (1974) and associated Company policy and procedures.</p> <p>The individual is required at all times to comply with the provisions of the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR) and with any policy introduced by the Company to comply with the Acts.</p> <p>We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.</p>

Agreement	
Employee Name:	Date:
Employee Signature:	

Approval/Review Date			
Approved by Operations Director:		Date	
Approved by HR Director:		Date	