

Job Description & Person Specification



Job Title	Area Cleaning Supervisor
Division/Location	Devon Norse
Reporting to	Area Cleaning Manager
Weekly Hours	
Grade/Salary	

Job Description

The Role:

Provide support to manage allocated contracts so that they meet quality performance and operational targets set by the Contract Manager, and to establish and maintain first class individual working relationships with customers and staff.

Main Responsibilities

- Arrange the provision of relief caretakers or cleaners to comply with relevant SLA/contract. In the event of not being able to provide from other sources, to carry out duties personally.
- Ensure all site-based staff understand and achieve objectives set by our customers in partnership with Devon Norse management and are fully aware of the quality, performance and administrative requirements.
- Provide management cover for the Area Manager during periods of absence.
- Carry out regular site monitoring visits and to complete Health & Safety Reviews at a frequency to be decided by Senior Management.
- Support the recruitment and appointment of caretaking and cleaning staff in consultation with Area Manager and clients.
- Carry out the initial induction of newly appointed Caretakers and Cleaners and to arrange on-site training.
- Ensure compliance of self and all relevant Devon Norse staff with Health and Safety Regulations.
- Demonstrate personal commitment to the Norse Way CSR strategy

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 strive to deliver outstanding quality and make business excellence the standard by which we measure ourselves.

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

Innovation – We embrace new ideas and have the courage to be creative so our services are delivered in the most effective and safe way possible.

Respect – We value everyone as an individual. We respect their rights, life choices and the personal contribution they make to our business success.

Trust – We want to be a trusted provider, partner and employer, recognising that to do so, our word must be our bond. If we say we will do something, we do it.

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 supervisory, team leader or management experience	Essential	AF/I
	Experience within a commercial cleaning environment	Essential	AF/I
Skills/Abilities	Able to work alone or part of a team.	Essential	AF/I
	Ability to accurately carry out verbal and written instruction.	Essential	AF/I
	Ability to follow Health and Safety instructions.	Essential	AF/I
	Good communication skills both written and verbal.	Essential	AF/I
	Capable of delivering a high level of customer service	Essential	AF/I
Other Requirements	Full UK Driving Licence to meet the travel requirements of the role	Essential	AF/I

General

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

Job descriptions are accurate at the time of compilation but are open to change and therefore will be subject to regular review.

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.

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.

We are committed to employment practices and behaviours which encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination.

Agreement			
Employee Name:		Date:	
Employee Signature:			

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